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ДОСВІД
СОЦІАЛЬНОЇ РОБОТИ В США

Навчальний посібник

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Пропонований посібник для студентів вищих навчальних закладів покликаний забезпечити базові знання з основ соціальної роботи в США, а також сформувати вміння та навички міжкультурного порозуміння. Посібник складається з 17 розділів, що охоплюють найважливіші питання з історії виникнення, фінансових та юридичних особливостей, професійної підготовки спеціалістів та безпосередньо прийомів соціальної роботи в США. Посібник також містить питання для самоперевірки після кожних чотирьох розділів, покроковий інструктаж із написання ессе, вправи на порівняння систем соціальної роботи в Україні та США, а також додаткові соціокультурні матеріали та тести.

Для студентів спеціальності «Соціальна робота» та всіх, хто цікавиться соціальною роботою і соціально-економічними особливостями США.

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Зміст

ПЕРЕДМОВА

Курс «Досвід соціальної роботи в США» покликаний ознайомити студентів старших курсів спеціальності «Соціальна робота» з практикою соціальної роботи в США. Потреба у такому курсі зумовлена недостатньою обізнаністю студентів із кращими зарубіжними зразками як власне надання соціальних послуг, так із більш складними питаннями – такими як фінансування, юридичний контекст та особливості взаємодії у полікультурному просторі. Розуміння фінансових та юридичних аспектів соціальної роботи необхідне для ефективної роботи та навіть професійного виживання у постійно змінюваних умовах. Поняття про принципи фінансування соціальних програм та юридичне підґрунтя діяльності соціального працівника допоможе майбутнім спеціалістам орієнтуватися у будь-якому професійному оточенні, а досвід США щодо здійснення соціальної допомоги у поліетнічному просторі необхідний українським студентам, що часто стикаються з подібними міжкультурними непорозуміннями, вступаючи у професійні контакти з клієнтами-представниками різних національностей. Сполучені Штати Америки як набільша

багатонаціональна країна у світі може надати цінний досвід міжкультурної взаємодії спеціалістові в Україні.

Завданням посібника є забезпечення фонових знань з основ соціальної роботи у США, а також формування у студентів вмінь та навичок міжкультурного порозуміння. Для вирішення першого завдання фактичний матеріал подається у 17 розділах, кожен із яких має післятекстові вправи на перевірку розуміння змісту та засвоєння спеціальних термінів. Тести для самоперевірки містяться в кінці кожних чотирьох розділів і мають на меті систематизувати отримані знання та вміння. Для вирішення другого завдання посібник містить, окрім 16-го розділу «Робота з представниками різних культур», ряд додаткових тестів, які привертають увагу студента до унікальності та розмаїття таких культурних проявів, як жести, ритуали дарування подарунків у різних етнічних спільнотах. Додатки також містять інформацію – культурний гід по країнам, представники яких є найчисленнішими в Україні та словник-довідник. Ці додаткові культурологічні матеріали, не претендуючи, звичайно, на всеохопність інформації, акцентують увагу студентів на унікальності кожної культури, спонукають до глибшого вивчення культур, підкреслюють необхідність емічного (тобто внутрішнього,

з позиції самої культури, що вивчається) підходу до кожної культури на противагу етичному підходові, де усі явища чужої культури розглядаються й оцінюються з позиції власної культурної парадигми.

Автор

Діордієва А. В.

UNIT № 1

HISTORICAL CONTEXTS OF SOCIAL SERVICES IN THE USA

I. Read the text and find appropriate heading for each part of the text.

1. The first fire department in the USA.

2. The role of a social worker.

3. The beginning of the Red Cross.

4. American Trade Union.

5. Internet resources concerning the Social Services' activities.

6. The major political forces in the USA.

7. The early start of the Social Services in the USA.

A_____

Social Services have been present and recorded to some extent in nearly all cultures. When a primitive tribal chief allowed a nursemaid for an orphaned child, an Egyptian governor appointed someone to distribute fish to starving villagers or a Roman military officer assigned soldiers to provide shelter for refugees after a battle – these are all social services.

Many social services started as health concerns for groups of individuals in the USA but they were not started by «social workers». The «Social Worker» title is a relatively recent phenomenon although the USA recently has well over 400 Schools of Social Work within colleges and universities. These schools must be accredited, approved and certified by various governmental agencies and professional groups to offer formal training and professional degrees to qualified individuals.

In the USA social services emerged through the efforts of religious and philanthropic groups to deal with safety hazards, health problems, poverty and orphaned children. The leaders of these efforts came from different backgrounds and disciplines but generally concerned themselves with improving the conditions within the society for unfortunate individuals and groups.

B _____

Benjamin Franklin formed the first Fire Department in the USA in Philadelphia, Pennsylvania. He had written numerous articles in newspapers about the need for a fire department and he himself had narrowly survived one of the many fires there. By December 7, 1736 Philadelphia had the Union Fire Company and had 20 volunteers that Franklin had personally contacted. Today's Fire Departments have large teams

including paramedics and liaison social workers for referral of victims to other services.

C _____

Clara Barton established the American Red Cross on May 21, 1881. She had volunteered as a nurse to serve the wounded and dying soldiers first in the American Civil War in the 1860s, and then in the Franco-Prussian War of 1870. She was the founder, the first president and a lifelong member. Today the American Red Cross responds to almost any catastrophe from forest fires and explosions to mine collapses and tornadoes. They provide medical services, food, shelter, counselling and referral to many other agencies with social worker staff.

D_____

Samuel Gompers was president of the small Cigar Workers Union in 1877. By 1886 he led union workers in many fields of work to unite into the American Federation of Labor. This stronger union encouraged safety practices by management, contributions to retirement funds for workers and limits to the hours worked by its members. This union later merged with the CIO to become one of the largest and most effective unions in the history of the world. It offered many social services to workers and their families.

E_____

Benjamin Franklin was an inventor and journalist. Clara Barton was a nurse. Samuel Gompers was a laborer and union organizer.

These were not purely social service agencies, but as with many organizations they had a large social service concern and mission. The formal role of «Social Worker» developed over time and the social worker's role eventually developed into one of three main roles: as a manager of many different services, as a liaison officer to various departments within a larger organization, or as a direct provider of social services to people, families and organizations.

F_____

Much has been attributed to America's pragmatic attitudes, increasing standard of living and technological advances. All of these certainly contributed to growth of social service organizations within the USA. But any people who are informed, free to express concern for each other and are expectant of constantly improving the conditions of the society will only need resources to raise the standard of living and the well-being of its members.

It would be impossible to list all the organizations who offer social services in the USA. Guidestar.com claims 850,000 charities

in the USA – that's roughly one for every 300 people – hard to believe but you can check out their website. Another website – charitywatch.org lists hundreds of major organizations and rates their services for effectiveness and correct uses of money. Another website – aafrc.org claims the people of the USA contributed 241 billion dollars to charitable organizations in 2003. This figure is probably derived from all of the claimed deductions made by USA citizens on their annual Internal Revenue Service filed tax returns for payment of federal income taxes, about $1000 for every man, woman, and child in the USA. These are only charitable organizations. There are of course many organizations that offer social services that are profit-making. There is a website for the Internal Revenue Service – www.irs.gov that has a page dedicated to «publication 78» which is a cumulative list of all organizations that are «nonprofit» or «not-for-profit» with about 15,000 organizations listed at apps.irs.gov/app/pub78 .You may also read the history of the Social Security Administration at ssa.gov/history/which is one of the largest social organizations in the USAand the world. The history of many other USA organizations is available at ushistory.org.

G_____

Over its history the USA has seen a political alignment of attitudes that affect social services delivery. This means in short that the political party with a presidential administration or a congressional majority of seats has real power in recognizing and funding the various social services dependant on them. The same is true for state, county and city governmental funding. Over the years most of the USA's political agendas have been resolved by way of the «Republican» and «Democrat» political parties. The Republican Party has tended to be conservative and capitalistic – slower to spend for domestic issues but more ready to defend the interests of lucrative businesses in the USA and abroad. Because of the Republican philosophies they tend to make and invest money, protecting wealthy individuals and organizations from taxation for concerns that would include many social services. They would prefer that social services be funded more from private donors than from taxation. Republicans would however be more apt to support military involvement and expenditures to protect or broaden the interests of American investors. In the «Guns or Butter» debate for the decision-making of the direction of the nation Republicans would be more for «Guns». The Democrats would adopt the «Butter»

philosophy for government. Democrats would be less concerned with interests abroad but more concerned with helping to increase the standard of living for the common citizen at home, and offering more social services to the less able citizen. This emphasis essentially involves taxing those with more money to help those with less money. The Democrats also believe that federal spending is necessary to fund social services – in part because voluntary donations of money are not seen by them as adequate, and they also believe the government should show leadership in support of these social concerns. The Democrat party has tended to be liberal and socialistic. We will talk more about politics in the lecture about Funding and Finances.

(*Written by B. Bannister*)

TASKS TO UNIT 1

II. Choose the answer that responds best to the text.

1. Social services in the US started…

   a. to provide medical services;

   b. to render legal aid;

   c. to help unfortunate people;

   d. to deal with religious concerns.

2. Today's Fire Department…

    a. includes about 20 volunteers in every town;

    b. exists only in Philadelphia;

    c. includes large brigades of different professionals;

    d. cooperates with 911.

3. How did Clara Barton start her career?

    a. she decided to found the American Red Cross;

    b. she participated in the Franco-Prussian War;

    c. she participated in the Civil War as a nurse;

    d. she set fire to a forest.

4. Samuel Gompers came into the history…

    a. as the president of the Cigar Workers Union;

    b. as the person who offered social services to workers and their families;

    c. as the person who encouraged safety practices at the factories;

    d. as the person who founded the American Federation of Labor.

5. The role of a social worker…

    a. is that of a manager of many different services;

    b. consists in being a liaison officer;

    c. a direct provider of social services to people;

    d. everything mentioned above.

6. What is the approximate number of the organizations that offer social services in America?

    a. it is impossible to list;

    b. about one for every 300 people;

    c. 15000;

    d. 100000.

7. Who determines the federal state policy concerning the social services delivery?

    a. the president;

    b. city governments;

    c. the political party in power;

    d. political parties altogether?

III. Match the italicized words in the left column with their meanings in the right.

1. the society might *opt*

2. *to prevent* the loss

3. *to raise* and train grandchildren

4. cyclical *flooding* in a region

5. …move *shelters* away …

6. …to go to school for *literacy*

A *to stop smth from happening;*

B *to take care of a child until it is able to take care of itself;*

C *a structure built to give protection;*

D *ability to read, write and count;*

E *to choose to take or not to*

7. …to send …to *Nursing Homes*	*take a particular course of action;*
8. religious and *philanthropic* groups	**F** *to take all the necessary actions;*
9. *to deal with* safety hazards	**G** *a large amount of water covering an area that is usually dry;*
	H *a small private hospital where old people live and are cared for;*
	I *helping the poor and those in need especially by giving money*

IV. Find English equivalents for the following Ukrainian expressions in the text:

Вождь племені, сирота, няня, призначати, голодуючі селяни, надавати притулок біженцям, завдяки, грип, грамотність, сприйняття, розповсюджений, профспілка, мати справу з..., бідність, доброволець, жертви, поранені, в кінці кінців, добробут, податок на прибуток, оподаткування, неприбуткова організація, поліпшити життєвий рівень, орієнтований на...

V. Translate the following sentences into English:

1. Соціальні послуги виникли в Америці завдяки зусиллям релігійних і благодійних організацій. Вони були спрямовані на домомогу в небезпечних ситуаціях, на випадок хвороб, у злиднях та дітям-сиротам. 2. Сара Бартон була засновницею, першим президентом та постійним членом Американського Червоного Хреста. 3. Протягом багатьох років політичні програми США приймаються Республіканською чи Демократичною партіями Америки. 4. Кофлікт «Рушниці чи Масло» – це боротьба Демокра-тичної та Республіканської партій за загальну лінію політики крайни. 5. Республіканська партія завжди була більш консервативною та готовою захищати інтереси процвітаючого бізнесу в США та за кордоном.

VI. Writing:

a) **Read the sample essay;**

b) **find introduction, supporting paragraphs and conclusion,**

c) **make all the necessary corrections to the sample essay;**

d) **write your own essay on the same topic following the structure.**

TOPIC: «*The 21st Century Has Begun. What Changes Do You Think This New Century Will Bring?*» Use examples and details in your answer.

Since we are all different, we have several ways of thinking about a certain matter. There are many views about the changes of this new era, the 21st century. I believe that the most important changes that this century will bring are the space travels and climate change. I have got two specific reasons to state that.

Firstly, let us look at the positive changes that the 21st century will bring: space travels. The man stepped on the moon in the last century. Since then, we have sent many humans to the space with plenty of purposes, such as medical, philosophical, technological and so on. I think that human´s curiosity will continue in the 21st century. There are many questions that have not been answered yet. As a result, I believe that in this new century there are going to be a lot of space travels which would bring answers and solutions to humanity.

Now that we look at the positive side of this new era, I want to talk about other changes, the ecological change. Specifically, I will focus on the climate change. There is no doubt that

human beings have caused a lot of damage to the nature. Factories, automobiles, airplanes, ships, all of them keep sending great emissions to the air. Our economic development has turned against us. In these days we can see that we are beginning suffering climate modifications. Hurricanes, tsunamis, tornadoes are more common now. All of them are caused by our CO_2 emissions. I fell that this situation is going to get worse in this 21st century.

Finally, I would like to say that I thoroughly believe that this new era will bring many changes. Some of them will not be as good as we wish, meanwhile others will be magnificent. Nevertheless, we have to understand that every future change is the result of our present actions.

UNIT № 2
SOCIAL NEEDS OF THE COMMUNITY

I. Read and translate the texts.
Text A. The epidemic of polio and social services

In this unit we will analyze how social needs of a comminity modify and transform with time and how social services react to that. The social needs of any community change with time. If a dread illness is cured and eradicated in a particular community there will no longer be a need for social services to newly diagnosed* individuals. There may be some needs for the chronically ill survivors of the disease, so the service needs have changed. This has happened with various diseases. Two examples would be the Black Plague and Poliomyelitis. Needs changed for the Black Plague because this epidemic is not curable, there were very few survivors according to history. The infected people almost certainly died. There is no current need for a Black Plague support group today. As for Polio, there was a real epidemic in the 50s, the disease attacked the nervous system and caused weakening of the muscles of usually young victims. As polio progresses it leaves its victims partially or completely paralyzed. These victims usually die at an early age. One of the most common deaths caused by polio

was paralysis of the muscles of the chest and diaphragm which resulted in suffocation. The widespread symptoms of paralysis and suffocation led to the invention of the «iron lung» which was a large metal tube in which the patient would lay. Breathing was accomplished by the quick and repeated evacuation of air by a pump from the cylinder which was sealed around the patient's neck and shoulders. This tube when emptied of air caused a negative pressure inside the tube so that the chest was expanded and air was then pulled into the lungs.

As a child I lived next door to a family with three boys, the oldest, about 8 years old, had polio. He couldn't walk with braces** and he slowly lost the use of his arms, he eventually couldn't lift his head. He grew very little, he could barely eat and he eventually couldn't swallow. I was a friend of this family and over 2 years saw Blake waste and die. The younger boys 6 and 4 years old were never sick. Blake was a huge burden on the family – not only physically but emotionally and financially. Within 2 years of the child's death the mother and father divorced – in part from the years of stress before and after Blake's death. Quite often I would play with John the second oldest and sometimes Scott the youngest, I was about 6 or 7 at the time. Blake's mother would desperately try to get me to play with Blake, but he could only talk and move his small

toy horses with his hand. I didn't understand why Blake was crippled or why he couldn't run or go outside, I only understood that his brothers could play, and so I spent more time with them. Blake's mother became angry at me several times, complaining to me in a sharp voice, sometimes she was near tears. I became upset with her so I stayed away from the whole family. Several times my grandmother would talk to me about why I didn't play with Blake. I would speak candidly as children will do – 'he can't play, I don't care about his toy horses, he smells bad from medicine and urine, his mother is always angry at me'. Finally my family and Blake's family accepted the situation and they stopped pushing me.

During those years in the USA the television and newspapers were full of announcements about polio. Epidemiologists had provided warnings that children should be watched carefully for fatigue; children needed good diet, rest and lots of water – especially in the summertime. The announcements were especially concerned with children becoming too hot in the summertime. All families in the USA finally knew about polio, but no one seemed to know how it was spread or why one child would get the disease and not another. Some adults and teenagers got the illness, and some children seemed to get partial recovery – they had paralysis in

only one leg or arm. I know several people who lived their whole lives with a paralyzed or weakened limb, sometimes the limb was smaller and malformed from the illness. Wheelchairs were a common sight.

Franklin Delano Roosevelt had a form of polio that recurred and left him weak or paralyzed for periods of his life even as President of the USA from '32 to '45 until he died and was succeeded by Harry S. Truman, his Vice-President.

Finally in 1955 the world received a miracle. Dr. Jonas Salk, after tireless research, made a polio vaccine. Jonas Salk was born in America of Russian-Jewish parents who immigrated to the USA. He made the vaccine by using «killed» viruses that were then injected into a person. The dead viruses are still toxic with their amino acid structures intact, but they cannot multiply. The body's natural immune defenses read the injected dead viruses just like a living virus, but because the virus is dead the body has time to build the antibodies needed to destroy the virus even when the virus is alive. The body can then carry this immunity for years – sometimes a whole lifetime.

Children are afraid of needles but it made sense to them to take this vaccine for the disease of the paralyzed children that were pictured in the media. Every child and many adults were vaccinated by needle for years, sometimes several times to

make sure the vaccine was working. Then several other polio vaccines were made, one was the «Sabin oral vaccine» – this made the kids very happy! It tasted like cherry juice, and the nurses were happy to explain that if we drank this little vial of red syrup we wouldn't need the needle and we wouldn't get polio. I recollect that over the years I got 4-5 «shots» of polio vaccine and 2-3 of oral vaccine.

My sister and I had been concerned by the early media presentation of this dread disease. The government had made several short cartoon-like documentaries for television to promote child awareness of why we needed more «shots» which was as terrifying to us as the polio itself. I remember one day we made about 100 drawings on slips of paper of «Polio Joe», the cartoon-like creature that looked like an insect with a warning «Beware of Polio Joe». We put these on the doors of the homes in our neighborhood. We were trying to help.

Text B. The mechanisms of implementing new groups of social sevices.

Smallpox is another such disease. It is believed to have originated in Africa but later appeared in India and China. The first recorded epidemic occurred in 1350 BC during the Egyptian-Hittite War. It appeared in Europe in the 5th to 7th

centuries AD. In the 18th century millions of people died of Smallpox in Europe and Mexico. Finally an English physician, Edward Jenner observed that milkmaids who had the much less serious illness Cowpox did not get Smallpox. In 1796 Jenner injected the fluid from Cowpox lesions on a milkmaid into an 8 year old boy with Smallpox. The boy lived. By 1800 100,000 people had taken the vaccine. Jenner made the first of all vaccines – which was named from *vaca* – a Latin word for cow. If you have had a Smallpox vaccination you will know how dangerous this illness is because even the dead viruses that are just scratched onto the surface of the skin causes a large ugly scab and leaves a rough scar. You can imagine what a live infection could do to the entire body in just a few days. Today Smallpox is still considered usable as a biological weapon.

Natural disasters such as 2005's tsunami that killed thousands of Asians or the earthquakes in Pakistan or hurricanes in the Gulf of Mexico create a huge need of assistance from all available social services. But these are time-limited demands. As in the case of agencies like the American Red Cross there has been some plan of preparedness made in advance for these major but time-limited situations of social need as a part of their mission and objectives. These organizations respond to the needs that are common in any

disaster such as first-aid, clean water, food, shelter, survivor counseling, evacuation, resettlement. Some organizations provide specialized services depending on the nature of the problem.

In the case of the Gulf hurricanes that killed many people and left thousands homeless there were many groups of social service providers involved. Federal, state, county and city government agencies as well as local, regional, and national charitable groups responded with cash paid to victims, vouchers*** for hotels, buses for transportation, money for gasoline to relocate, food, medical supplies, counseling, first aid and many other services.

Assessment of the Social needs of the community is an ongoing process. As a social problem is discovered it comes to the attention of people who make policy and try to fund social services. There are times that people know there is a problem but don't know what services to provide. During the HIV infections of the late 80's doctors and healthcare workers realized there was a problem but they did not know how to help. As doctors, coroners**** and epidemiologists saw an incidence of the HIV symptoms or read about them they had many questions. There was a lot of speculation about the causes of HIV. One example was the brief theory that sexual

lubricants were somehow killing homosexual men. There was speculation that injectable drugs had somehow caused the illness. After the HIV virus was discovered – Human Immunodeficiency Virus – it was still not well understood. The reasons it took a while to understand HIV was in part due to the reluctance of intravenous drug addicts and homosexual men to report their activities. One important piece of information was that children receiving blood constituents for leukemia became HIV positive. Adults who received blood constituents for cancer or traumas like motor vehicle accidents were later found to be HIV positive. These were groups that denied any IV drug use or homosexual activity. When tests were perfected and the course of the illness was known and the possibilities of prevention were understood then a whole new group of social service needs was born.

Any person or group may find a need for social services. These needs are mentioned by hospitals, schools, churches, government agencies, and professionals of all human services. These requests for help may go by way of newspaper or magazine or by way of government representative like Senator, Representative, Governor, Mayor, County Supervisor, or even the Board of Directors of a Corporation that has just discovered that someone on the night shift in one of their factories has

mistakenly dumped very toxic wastes with the other wastes in an ecologically sensitive area of the city.

Determining a response to these requests may take seconds or years depending on many factors. These factors could include knowledge of the problem, knowledge of the possible solutions, costs of each solution, whose responsibility it is to respond, how dire is the problem or how much money is available to respond.

Text C. How social service work

I will give you an example of this process. This will be an imaginary story but very much like thousands of real situations. One day a school nurse is listening to the school counselor who believes a little girl is depressed. As the nurse remembered the girl that the counselor was talking about she also remembered the girl had recently had some bruises on one arm. As they talked the counselor decided to ask the girl's teacher to send her in for an appointment. A few days later the girl arrived for the appointment looking depressed but puzzled as to why she was to speak to a counselor. She did not have any more bruises but she was reluctant to talk about her feelings, her recent bruises or any possible reasons for her somber affect. As the girl answered questions the counselor heard some hesitation and

some changes of explanation as the girl spoke. The counselor could not really determine what the problem might be but she suspected the girl was not telling here the real situation.

After the interview the counselor thought about everything the girl had said and decided that there was a possibility the girl had a situational depression or had been abused at home. The counselor talked again with the nurse and they decided to make a referral of the little girl to the school's psychiatrist, they also decided to speak with the social worker who responded to child abuse referrals. The girl's parents were also guarded and somewhat resentful in their response to the telephone call regarding the referral to a psychiatrist. The counselor mentioned the girl's depression and said it would be irresponsible to ignore the situation. The parents reluctantly agreed to take the girl to the psychiatrist, but they did not go to the appointment and they didn't tell anyone that they weren't going. At this point the social worker decided to call the police and begin an investigation into the girl's family situation. The police arrived at the girl's home that day along with the social worker.

After a structured interview the social worker decided there was a probability of some domestic violence, that the girl was possibly not the only victim in the family, that there was some

probable substance abuse***** and/or alcoholism on the part of the father and mother. The social worker had to determine if the children should be taken out of the home to a temporary shelter for children and if the police should arrest one or both of the parents. The social worker talked with the police who decided that neither of the parents should be arrested at present. Acting in a triage and liaison capacity the social worker called several shelters and put two of the children into one shelter and the little girl into a different shelter. The Social Worker filled out a report that was also a legal *affidavit******* as to why and how he/she had to temporarily remove the children. The social worker then assisted the police in explaining that this was a legal action necessary until both parents and all three children cooperated with the investigation and referral of the little girl for help. The Social Worker had done his/her job, the children would be cared for by staff at the respective shelters to which they were assigned, the parents would be given an appointment to meet with police and a multi-disciplinary team to continue the investigation and begin the process of getting their children returned to the home. If the police found no problems with the parents and the healthcare team found no problem with the children, then the family would be reunited. If there was abuse or severe drug use then the responsible parent might be legally

prosecuted for criminal acts or criminal negligence of the children. If the parents were innocent but the children needed help the parents would be advised that if they don't provide and/or allow treatment then the child or children could be removed from the home and the parent could be prosecuted.

Text D. Holistic approach in social services

Social Workers are very often involved with triage*******, liaison, and/or treatment of people with many different problems. In the USA and most of the world each person must be considered in holistic way. If a person needs brain surgery they will also need nutritional treatment, medicines, physical exercise, psychotherapy for emotional problems, possible relearning of physical, mental or speech processes, training of the family to assist the patient, a new job or retirement among many other things.

The Social Worker brings some unique skills to a holistic approach especially in communication, social service agency referrals, coordination of various service agencies to expedite the most appropriate services, to prevent redundancy and repetition of effort. These skills are used extensively in providing for the needs of any community. Social Workers are especially prominent in helping individuals and families with

the following situations: disease, poverty or underinsuredness, orphans, children of criminals, victims of crime and their families, drug abuse and addiction, sexual battery, learning disabilities, blindness, deafness, illiteracy, immigration – especially of the oppressed or refugees, language problems, speech problems, burns, birth defects, adoption, inability to have children, unemployment, chronic illness, mental illness, elderly, crippled, and dying.

(*Written by B. Bannister*)

*Newly diagnosed means that an illness was just now discovered in that patient.

**Braces are a medical device used to help support the muscles and skeleton. In this case braces for the legs would be used to help the patient to walk by supporting the knee joint. Two long metal rods with hinges are fastened on both sides of each leg from the hip to the ankle. Then leather straps are wrapped around the metal rods and the legs.

***Vouchers are a document in the form of a printed coupon or ticket that can be used as a receipt or as a payment for specific goods or services. In this case the vouchers can be written for a specific amount of money to be used at a particular hotel.

****Coroners are public officials who are also medical physicians. These professionals are often called to the scene of a death to legally pronounce a victim dead – so that first aid measures can be terminated. They may also be consulted to determine the cause of death – whether from illness, crime, trauma, or suicide.

*****Substance abuse is the destructive use of any chemical, drug, or narcotic.

******Affidavit is a written testimony that is signed and certified as to being a true witness report of what happened by whoever is writing it. The affidavit may then be used for police investigations or as legal evidence in court proceedings.

*******Triage is the act of deciding which patient needs help first and what kind of help the patient needs most.

TASKS TO UNIT 2

II. Say where the following statements are true or false.

1. The service needs changing according to the society requirements.
2. The victims of polio are mostly elderly people.
3. People infected with polio have difficulty in breathing and moving.

4. Children wouldn't play with Blake because he wasn't very communicative.

5. Blake's mother was often angry because she couldn't buy enough toy horses for her five sons.

6. Children shouldn't get exhausted and too hot to prevent polio.

7. The phenomenon of polio was properly studied and taken under control.

8. The vaccine against polio was based on the principle of injecting weakened viruses into the sick person.

9. Children preferred injections to «oral vaccine».

10. Milkmaids produced vaccine against smallpox.

11. In case of a natural disaster local charitable organizations help the victims.

12. Helping the survivors of disasters involves providing them with only food and shelter.

13. New social services organizations appear when a new problem evolves.

14. Social services respond to the requests for help according to how much money they have for it.

15. When solving an individual problem, every related aspect must be taken into consideration.

III. Answer the following questions:

1. What are typical situations where social workers can be helpful?

2. Describe the way social services work in case of a child abuse.

3. What kinds of social workers are involved in case of a natural disaster?

4. How and when are new groups of social workers created?

5. What does a holistic approach imply? Give your own examples.

V. Explain the following terms:

To eradicate an illness, a community, survivors, Polio, vaccine, biological weapon, natural disaster, mission, a coroner, a voucher, a school counselor, substance abuse, an affidavit, holistic, sexual battery, a refugee, triage, braces.

IV. Find Ukrainian equivalents for the following words and word-combinations:

Newly diagnosed individuals, current need, suffocation, to waste, desperately, crippled, burden, fatigue, to deny, HIV, dire, to perfect, available, bruise, to dump wastes, to respond, referral, domestic violence, substance abuse, shelter, victim, to go to the

appointment, temporary, milkmaid, to vaccinate, first aid, to relocate, unemployment, drug abuse, illiteracy, birth defects.

VI. Match the words in the left column with their *opposites* in the right one.

1. Partially		**A**	Hypocritically
2. Carefully		**B**	Tiny
3. Eventually		**C**	Real
4. Huge		**D**	To take into consideration
5. Candidly		**E**	Recurrence of an illness
6. Imaginary		**F**	Completely
7. Reluctant		**G**	Eager
8. To ignore		**H**	Carelessly
9. Recovery		**I**	At first

VII. Find English equivalents for the following Ukrainian expressions in the text:

Вилікувати хворобу, чума, спричиняти ослаблення м'язів, грудна клітка, поширені симптоми, ледве, ковтати, розлучитися, тягар, різким голосом, скаржитися, об'ява, інвалідне крісло, невтомний, розмножуватися, імунітет, виробляти антитіла, малюнки, доярка, поверхня, грубий шрам, біологічна зброя, обмежені часом потреби, реагувати

на потреби, переселення, доброчинні групи, перша допомога, вірус імунодефіциту людини, державні установи, нічна зміна, можливі рішення проблеми, синець, призначена зустріч, неохоче, забезпечити лікування, бідність, глухота, неграмотність, відсталість у навчанні.

VIII. Translate the sentences into English:

1. Поширені симптоми поліомієліту такі: важке дихання, ослаблення м'язів, параліч м'язів грудної клітки та діафрагми. 2. Через два роки після смерті Блейка його батьки розлучилися. 3. Мертві віруси все ще отруйні, але не можуть розмножуватися. Організм реагує на них, як на живі віруси, але, оскільки мертві віруси не розмножуються, організм має досить часу, щоб виробити антитіла, необхідні для знищення цих вірусів. 4. Дорослі, яким переливали складові крові для лікування раку чи травм після аварій, пізніше виявлялися ВІЛ-позитивними. 5. Соціальні працівники допомагають людям у таких ситуаціях: хвороби, злидні, неграмотність, зловживання наркотиками, глухота, сліпота, труднощі у навчанні, безробіття, сексуальні домагання, іміграція, всиновлення тощо, а також таким групам населення: сиротам, дітям злочинців, жертвам злочинів та їхнім сім'ям, біженцям, безплідним, людям похилого віку,

інвалідам, людям із опіками, дітям із вродженими вадами, людям із захворюваннями психіки, вмираючим.

X. Try to compare the system of social services in the USA and in Ukraine. Share your ideas with a partner

XI. Writing

a) **Read the sample essay;**

b) **find introduction, supporting paragraphs and the conclusion;**

c) **make all the necessary corrections to the sample essay;**

d) **write your own essay on the same topic following the structure**

TOPIC: *«Every generation of people is different in important ways. How is your generation different from your parents' generation?»* **Use specific reasons and examples to explain your answer.**

Many people hold the opinion that there is gap among different generations. Some of them go far away to say three years can make gap between generations. Actually, every generation has its good qualities. My generation differs from

my parents' generation in many ways. In my generation women have more rights, freedom of choice and fewer children.

First and foremost, in my parents' generation, women have no right to have education. They were not allowed to go to school and they have to stay home and do housework. The only roles for women at the time were to give birth of children and taking care of them. Illiterate women are the most desirable among men. Nowadays, on the contrary, women are competent and have more opportunities. They can attend collage and earn high degree. You can see the doctor and the businesswoman. The highly educated one is the most desirable one.

Another difference in my generation is women have more freedom in choice. They are not free to choose the man to whom they will marry. In my country, for examples, women are denied their right of choosing their husbands. They are some times get married to a man whom they never met before. Nowadays, women can make choice and can reject the man if his not suitable for her. She even can stay single to late age if she did not find the perfect man who matches with her needs.

In addition to her right to have education and choice of her future husband, women can have fewer children. In my parents' generation, women have to have more children and they expected they will take care of them when they grow up.

Therefore, women forced to have many children. In my country, women, for instance, have from 7 to 10 children at least. If she is incapable to have them in any reason, men will marry another woman in order to bring him more children. These days, women tend to have fewer children and she even has the choice to choose how many children she wants to have.

In conclusion, even thought, our generation has many good things, our parents' generation, on the other hand has many qualities that our generation are lacked of. Tenacity, perseverance and patience are some of many qualities that my generation should learn from the old generations. We need to narrow the gab among our generations by learning from each other instead of criticizing each others. We should learn first tolerance and this will help us to learn many things in future.

UNIT № 3
SOCIAL ORGANIZATIONS

I. Read and translate the texts.

Text A.

Organizations are groups of people that relate to one another because of some common interest. For a school the group includes teachers, principal, janitor, maintenance man, night watchman or security, librarian, counselor, etc. Their common interest is a purpose, and that purpose is to provide a school for children. A corporation is a similar group of people with officers, professionals, workers, maybe sales staff etc. Generally their purpose is to engage in a money-making business. It can be said that the same is true of governments, churches, armies, universities, clubs, museums, resorts, etc. These organizations each have a team with some formal and informal leaders. Some leaders have authority to lead that is granted within the organization or by a vote or by consensus. Some leaders are informal because some people follow their lead even though they have not been given formal authority. The President has authority in the government but a popular rock star can change opinion or behavior of governmental people without authority. A leader can exert influence but a rebel or terrorist can also

exert influence. A researcher or inventor can also greatly affect an organization's function.

Organizations also have structure and function – which we will emphasize in another chapter. Briefly speaking structure is the system of channels and divisions that exist in which responsibility, communication, and supervision are expected to occur. The President communicates with the Vice-President of each division, the Vice-Presidents communicate with each Manager or Supervisor in his division. Each Manager or Supervisor communicates with Managees and Supervisees, and so on down the line until the organization can hopefully function as effectively as possible in a unified way – so there is maximum productivity with minimum waste of time and resources.

Function is the activities and outcomes of the organization. Each part and individual of the organization has assigned duties and activities as part of the function. In providing a school to children you might ask why have a janitor or a security person involved. The janitor and the security person both have important functions that teachers don't have. The janitor keeps the school clean and the security person keeps it safe and free from theft and vandalism. So these are activities necessary to the

overall function and mission of the school organization – which is to teach children.

Text B.

All organizations change over time from internal and external pressures. Changes in personnel, mission and level of effectiveness all occur periodically. The organization was born for one set of reasons but may have to morph slowly or rapidly depending on other changes. If change is necessary the organization must change or be weakened; if it can't change fast enough it will die.

One reason an organization becomes weak or dies is when it no longer serves a useful purpose. This is evident when you see a company or a museum close its doors. In the USA we did not renew our lease on the Panama Canal, the nation of Panama leased it instead to China who runs the canal at present. Because the government of the USA was no longer managing the shipping or security that is necessary to maintain the Canal Zone the entire Canal Zone administration ceased to function. The employees of the organization left, or retired, or were absorbed into other jobs. The buildings were vacated, machines were sold or scrapped, records and documents were moved or

archived. The Canal Zone administration ceased to function; there was no longer any useful purpose for it.

An organization can also die when its technologies become obsolete, especially if they become grossly obsolete very quickly. In 1346 AD the powerful Norman knights met the Anglo-Saxons at the Battle of Crecy. The Norman knights wore heavy body armor, they carried huge swords and axes, and they rode powerful and fast battle horses that were also armored. The Normans knew they would crush the Anglo-Saxon foot soldiers that couldn't outrun a horse or carry as much weaponry and didn't have any of the very expensive body armor. However, the Anglo-Saxon army had a new technology that they had mastered very well – which was the longbow. The longbow was light and powerful and shot a sharpened arrow straight through the air at least 5 times as fast as a horse. The arrow was driven with so much power that it could pierce armor plate and chain mail easily. On that day warfare was revolutionized and the organization of Norman knights was severely changed because very many of them were killed so quickly.

Another reason an organization can weaken or die exists when a competing organization becomes so dominant that there is no chance that the first organization can compete. An

example of this was the Burger Wars in America in the 50s and 60s. The hamburger became very popular as people became mobile and needed fast food while they traveled, worked, or went to school. There were thousands of hamburger restaurants along the streets and roads of America. Many were owned by one or two people –maybe a family. They all served food that was so popular that there came to be several «hamburger stands» in the same area. Because so many people wanted their own business and making hamburgers was easy and tasty there were more hamburger stands than the market could support. So there was competition for which hamburger stand could attract and keep customers by the value of their hamburgers – which was based on how good the hamburger was versus the price. There were numerous styles of hamburgers, little Baby Burgers, big Jumbo Burgers, Bar-B-Q Burgers, Chili Burgers, Cheese Burgers, etc. Some people did so well that they might operate two or more hamburger stands in different locations, even different cities. As time passed companies got bigger and there were fewer and fewer small, independent burger stands. Eventually Burger companies formed chains of restaurants sometimes in several cities or states. Soon they began to incorporate, buy one another out, drive the neighborhood burger stand out of business. Companies like What-A-Burger,

Burger Boy, Burger Chef, Burger Palace etc. were constantly trying to get all the business in a certain area. Today there are three major Burger corporations Mc Donald's, Burger King, and Hardee's – a few smaller chains like Crystal Burger and Checkers, and a very few small independent stands. Now when people think about a burger they usually have only a few dominant survivors of the Burger Wars from which they can choose. The same thing happened to Colas, Pizzas, Gasoline Stations, retail stores, business supply stores, etc. Now the survivors are large national chain store corporations in America and most of Europe.

Another reason that organizations weaken or die is that they lose their resources. Resources might be manpower, machines, supplies needed to carry out its functions, access to usable infrastructures, newer technologies. An example of this would the competition between manufacturers who buy up all the necessary materials available so that a competing company can no longer make the product. Or the corporation that hires all the experts in their technology so that the competing organization doesn't have enough expertise to continue to compete. Or a corporation that buys the only company that makes machines for their work and then refuses to sell the machines to their competitors. If one company is owned by the telephone corporation, then the

telephone corporation may deny communications infrastructure to its competitors. In the USA we try to control unfair competition that would prevail if pure capitalism were to go unchecked.

Text C.

In the USA as well as any other country – leaders talk about traditions and values that they present as timeless. These values are presented as major assets to the cultural organization so that everyone should adopt and live by them. There are very few human values (perhaps virtues) that are timeless – or necessary for humans to cooperate and survive on the planet. Yet there are very few traditions that work in every situation, especially during times of change. Everything else changes, and it eventually causes many human values to change. What is the purpose of an obsolete army with archaic weapons, age-old strategies and tactics, no understanding of a modern mission, no new intelligence, and no new allies? That army will be gone very soon. I have seen values change drastically over the last few decades in America – mostly because of new technology but also from new social awareness. These changes have been a series of revolutions. Many groups have pushed for more rights and more opportunities – which cause stress on old thinking and traditions of the culture and all of its organizations. We

will discuss many of these changes in the last chapter because the whole world is changing faster and faster. The changes will greatly affect Social Work, all organizations, the World culture.

Now I want to tell you how to get endless information on Social Organizations in the USA. This is via the internet. All you have to do is bring a search engine up on the internet, then type in any of the organizations that I am going to give to you and you will be offered a web link to the website of that organization. The two search engines that I use most often are Google.com and Dogpile.com but you can use search engines at Yahoo.com, MSN.com, and numerous others. Here's the list: VA Hospitals, Social Security Administration, Visiting Nurse Association, American Red Cross, State Hospital (pick any of the 50 states – Alabama, Texas, New York, – it doesn't matter), Alcoholics Anonymous, Narcotics Anonymous, Medicare, Medicaid, FEMA*, USAID**, Employment Security (pick any state), United Way, Boy Scouts of America, Girl Scouts of America, Public Schools (pick any state and county), Catholic Church organizations, Baptist organizations, Mormon organizations, etc. These websites are sometimes complex so that you might have to hunt for the page of their organizational structure or mission statement. Almost all of them provide «contact» information, most of them offer an email address or email form that

you can send along with any question that you have. They will usually respond to you with an email if they understand your question and many times will offer you an answer to your question or direct you to someone in their organization who can answer your question by email.

(*written by B. Bannister*)

***FEMA** means Federal Emergency Management Act – the agency that helps people in catastrophic events.

**USAID is a program in the USA to assist other nations with development of their programs.

TASKS TO UNIT 3

II. Spot and correct mistakes in the following sentences. There is one correct statement

1. Organization is a group of people that are engaged in a money-making business.

2. Every organization has a leader who has been given formal or informal authority.

3. Structure is the system of supervision of the superior members of an organization over the inferior ones.

4. Organizations have to change constantly because of their leaders' ambitions.

5. As the USA didn't renew the lease on the Panama Canal the Canal administration had to immigrate to China who runs the Canal at present.

6. The Norman Knights were defeated at the Battle of Crecy because they wore heavy body armor and couldn't run fast because of that.

7. Hamburger restaurants went bankrupt when they started to produce hamburgers smaller than their competitors'.

8. Organizations can stop existing only if they lack proper resources.

9. Every organization should never forget its numerous timeless traditions to live by.

III. Answer the following questions:

1. What is an organization? Give your own examples.

2. Give definitions to such notions: ***structure, function, mission***.

3. What are the reasons of weakening of an organization?

4. Why do revolutions occur?

IV. Match the words with their synonyms:

1. To exert influence	**A**	To happen
2. To occur	**B**	To accept
3. Authority	**C**	To stop

4. Duties	**D** Responsibilities
5. To morph	**E** To affect
6. To cease	**F** Power
7. To vacate	**G** To absorb
8. To incorporate	**H** To change
9. To adopt	**I** To empty

V. Find English equivalents in the text:

Спільний інтерес, директор школи, прибиральник, мета, бібліотекар, нічний сторож, влада, за згодою, шляхом голосування, здійснювати вплив, дослідник, винахідник, коротко кажучи, слугувати корисним цілям, припинити функціонувати, конкуренція, мережа ресторанів, виконувати функції, робоча сила (людський ресурс), розвідка.

VI. Translate the sentences into English:

1. Ціль корпорації – це задіяти людей у справу, що приносить гроші.

2. Кожна організація має свою команду з формальним чи неформальним лідером.

3. Структура організації – це система підрозділів і шляхів сполучення між ними, де мають місце відповідальність, спілкування та нагляд.

4. Організація може припинити свою діяльність у випадку, коли конкуруюча організація починає домінувати.

5. Прибиральник і охоронець у школі виконують важливі функції, які не може виконувати вчитель.

V. Writing

    a) **Read the sample essay;**

    b) **find introduction, supporting paragraphs and the conclusion,**

    c) **make all the necessary corrections to the sample essay;**

    d) **write your own essay on the same topic following the structure**

Groups or organizations are an important part of some people's lives. Why are groups or organizations important to people? Use specific reasons and examples to explain your answer.

Group and organizations are very important in people's lives. People in general are sociable in nature. We need others to maintain. There are many important reasons of the importance of them. Maintaining humankind from extinct and

learning from others' experiences are two aspects of why they are so important in our lives.

The first aspect of why Groups and organizations are an important part of some people's lives is maintaining our mankind from extinct. We can not live alone in this life. We need each other to keep our specie. We need someone to talk to, play with and even have intercourse with. You can see, for examples, in the internet many people talking to other on line and they might spend many hours. Why that? Because simply they need to be in contact with someone.

Another reason why groups and organizations are an important part in some people's lives is learning from others' experiences. Each one has a different experience, expertise and knowledge. They can help each other by sharing their experiences and learn from other mistakes. My friend, for examples, had a business and lost some money because of his limited background in market. If he sought help from professional people, he would not loss all that money.

UNIT № 4

FUNDING AND FINANCES

I. Read and translate the texts.

Text A.

All organizations need resources, and resources cost money. Social Workers need to be paid – do you agree? Where can these organizations get money? This is the problem of funding and finance. Social service organizations may be funded by a government such as a city, county, state or the federal government. Some organizations receive money from one, two or possibly all these levels of goverment depending on their financial situation. There are also private corporations that offer social services as well. Private corporations can be profitmaking or non-profit making depending on their mission and tax status. A corporation's tax status depends on whether or not the corporation proves that it has qualified as a non-profit making corporation according to the federal laws and guidelines of the USA. If a corporation proves that it doesn't plan to make any profit then it will not have to pay taxes on its income. The non-profit organizations must also prove that they spent all the money they took in as revenue from donations, grants, fees, contracts, community chest alotments, copays*

from clients, payments from contracts with other organizations, etc. The non-profit organization must also prove by its accounting that it spent the money for providing services and paying of wages to its employees without making any extra money. A profit-making organization is allowed to make a profit which the owners may spend as they wish. If the profit-making organization is large and makes a lot of profit, then it can pay a lot of money to the owners – who may be one of many shareholders, especially if the shares of ownership are traded publicly in the stock market. But the federal government will take taxes from the profits of the organization that has made profits. So many social service organizations prefer to be non-profit, using all of their revenues for resources to perform services.

A social service organization must not only pay employees, it will have to pay out other expenses. These expenses include the cost of housing the operation – which means buying or renting space in a building, telephone services, internet services, paper and pens, possibly advertising, transportation, insurances, other leases** on equipment, etc. In the USA these services and resources can be very expensive.

Text B

Just as an example I will tell you about one of many non-profit organizations that I worked for in the USA in 1973. I worked for the St. Louis Regional Office of The National Jewish Hospital of Denver Colorado. The National Jewish Hospital took care of many sick people and they specialized in respiratory diseases. They did a lot of research in the treatment of respiratory diseases, especially for children, and they reported helping to discover several new medicines. I was employed there as a «Development Associate» – this is a fundraiser. What I really did was to try to get money as charitable contributuions for «National Jewish» as they were called. Because National Jewish was a Not-for-Profit organization, as were most hospitals, they did not have to pay taxes on income. In addition to a large hospital in Denver, Colorado they had five regional fundraising offices throughout the United States. The St. Louis regional office is where I worked. I was actually in the office one week then out in some other city for a week talking to business owners and chief executive officers of corporations in the other city. The week when I was in St. Louis was for research. I would go to the public library and look up all the big corporations and businesses in the town out of the telephone yellow pages or the

business directories. I would then telephone them and request an appointment to discuss ways that they could help National Jewish in their worthy cause. After many telephone calls I would have appointments with owners and chief executive officers for the following week in that city – which could be Memphis, Nashville, Des Moines or many other cities in our region.

Although this generated many donations, which is considered income for National Jewish, they had so many expenses that they made no profit. The hospital was expensive to operate, the staff had to be paid, supplies and medical equipment were needed.

Text C.

Our St. Louis office also had to pay rent in a downtown building, the boss needed a big salary, the five other employees had to be paid, transportation, hotels in other cities, telephone calls, postage for mail, meals in other cities, etc. And no organization will have trouble finding a place to spend money. How did National Jewish pay for all this? Income came from many places. The contributuions generated from the five regional offices was just a small part of its revenue. The hospital received insurance payments from most of the patients

that had insurance, copayments made by patients for charges that were not covered by insurances, federal payments from grants for compliance with federal government programs such as providing emergency services to the public even if they have no insurance, federal payments for research into respiratory diseases, payments from pharmaceutical companies for testing their drugs, payments from medical school contracts for providing a place for medical interns and residents a place to work, state and local contracts for primary care of uninsured and indigent citizens of the county and city. They might have received endowments or payments from trust funds***. They received many other payments as well. In addition to payments of money the hospital received other resources such as new experimental medical machines to test, experimental drugs, public-service announcements**** of the many services that they offer. Like most large health service providers they had many volunteers that provided many man-hours of service free of charge. These volunteers could be from any area of society or any background. They might help to staff the gift shop, cafe, sort or deliver mail to various departments or patients of the hospital, assist with cleaning or folding linen, entertain children patients as storytellers or clowns, visit elderly patients, assist visiting clergymen or other entertainers who had volunteered.

There are too many roles for volunteers to mention them all, but one way hospitals use volunteers frequently is as a messenger-runner – someone who takes lab specimens, delivers paperwork, gets wheelchairs, gets supplies, brings lunch from the kitchen or cafeteria for staff or for patients. Volunteers provide a substantial resource to many service organizations.

When an organization is new it must look for funding to get started – this is called startup or venture capital. Startup money can come from groups of owners who put there money together or it can come from loans of money from banks or associations or other organizations who want to make money or to help the community to receive needed services, or both. When an organization is established it has many financial funding sources although they may constantly be changing so that someone must constantly add to funding and watch finances and spending. When an organization is old that usually means it is expert at getting money and dealing with competing organizations. Of course new technology must be used or the old organization will fail.

Text D.

There are many things that can disrupt financial stability and funding for an organization. If a nation undergoes an economic

depression and all sources of funding dwindle then the organization will have to decrease spending, cut service delivery, probably cutback staff hours, maybe generally downsize by closing some departments or branch offices.These are really business and economic concerns, but they must be at least basically understood if you want to be able to function in your profession with effectiveness and a stable attitude. A good attitude about your work is a wonderful thing and makes your career and life more pleasant. Some people will invoke the addage that 'Ignorance is Bliss', but living in a dreamworld can be very disappointing if major changes occur. Other people will have good knowledge but may become cynical or seem paranoid – as many mature and aged professionals are accused of being by younger and more idealistic professionals. I believe knowledge is a tool and you should use it as rationally as you can to get an optimal benefit. Because of this belief you are hearing about the «business» part of being a social worker.

Another thing that can hurt an organization is poor leadership from executive and management staff. If executives are dishonest they will lose business from patients and clients and other organizations. If executives take too much money or other resources from the organization it will weaken the organization. You can hear news all the time about an

executive paying himself/herself more money than anyone could justify, or making large loans to themselves or friends from the funds of the organization. Some executives just steal the money and may push accountants and auditors to cover their crimes – and the USA provides a current example with the Enron scandal. Enron was one of the largest corporations in the world – investing money for millions of retirement accounts – but they weren't doing as well as the executives had said they were doing. When Enron had problems the executives, especially Ken Lay the President, just took out larger and larger sums of money and left millions of other people to lose money as Enron collapsed. Ken Lay was in federal court recently in the USA, but millions of customers may never get their money back. Many managers claim that they were told that everything is fine, but the employees were suspicious.

If an executive ignores changes in technology or the economy or the market of the services they provide then that organization will suffer. If an organization offers a «shot» to a child for vaccination and another organization offers a «cherry flavored drink» as a vaccination, guess which one will still be alive in two years. If an organization is getting money from your government grant to supply condoms to young poor

people but the organization only buys factory rejects, then how many pregnancies and venereal disease cases will it take for your government to cancel the grant and prosecute the organization that bought these condoms? Those of you who do not have a business or economics background need these concrete examples. I would say that if you want to be a Social Worker who is also in control of your organization then you will need some business and economics knowledge. In the USA a services professional who also has a degree in Accounting or Business Administration or Marketing or Finance has a very strong opportunity to lead the organization because they understand how to lead it.

(*Written by B. Bannister*)

*copays are the amount of money that the customer or patient must pay. If a therapy costs $75.00 per session and insurance or state funds pays $55.00, then the patient must pay the copay amount of $20.00 per session.

**leases are signed legal contracts that fully describe the building or equipment that will be rented and how much must be paid per month for the rent.

***trust funds are legal contracts that take care of money and fully describe how the money will be invested, how much

money will be given and when it will be given to a person or organization.

****public service announcements** are made on television, radio and newspapers for the good of the community – which could help a hospital to tell the community of the services the hospital offers – like free advertising.

TASKS TO UNIT 4
FUNDING AND FINANCES

II. Which answer best corresponds to the meaning of the text?

1. Social organizations may take money from…
    a. their members;
    b. city, country, state or federal governments;
    c. their clients;
    d. charity banks.
2. A non-profit organization is…
    a. an organization that doesn't plan to make profit and spends all its revenue on performing its functions;
    b. a bankrupt organization;
    c. a volunteer organization;
    d. an organization that doesn't make any money.

3. A non-profit organization can get money from…

   a. donations;

   b. community chest allotments;

   c. grants fees and contracts;

   d. everything mentioned above.

4. A profit-making organizations …

   a. can spend the extra money on what they wish;

   b. must give all the money to its shareholders;

   c. doesn't pay wages to its employees to make some profit.

5. Renting space in a building, telephone and Internet services, paper and pens, advertising, transport, insurances are…

   a. social services organization's expenses;

   b. average person's everyday problems;

   c. luxury services for the special clients;

   d. provided by social services organizations.

6. How did National Jewish manage to pay all their expenses?

   a. They hired a lot of volunteers in such a way having a lot of free manpower;

   b. they received a lot of free resources like new medicines or public service announcements;

   c. they economized on its workers' wages;

   d. they charged too much from their clients.

7. How is financial funding of an organization realized?

   a. The organization has its permanent sponsor;

   b. by way of its members' membership dues/ fees;

   c. by way of donations, grants, fees, contracts etc.

8. What factors can disrupt functioning of an organization?

   a. Economic depression;

   b. bad leaders and ignorant executives;

   c. corruption and bribing;

   d. everything mentioned above.

III. Find in the text the following terms, give definition to them and translate them into Ukrainian:

A non-profit, a profit-making organization, tax status, revenue, donations, grants, fees, contracts, community chest allotments, copays, lease, stock market, staff, expenses, insurance, man-hours, volunteer, venture capital, executives.

IV. Use one of the proposed words to complete synonymic rows:

To dwindle, to disrupt, adage, major, mature, to weaken, to steal, executive, to supply.

   1. Chief, main…

   2. To filch, to pilfer, to sneak…

3. To provide, to afford, to furnish…

4. To shatter, to break into pieces…

5. A proverb, a maxim…

6. A performer…

7. To hurt, to exhaust, to sap…

8.   Adult, grown-up, experienced…

9. To decrease, to cut, to downsize…

V. Find the most appropriate object for each verb. Use each expression only once.

1. To offer	**A**	Children patients
2. To make	**B**	Emergency services
3. To pay	**C**	Financial stability
4. To take	**D**	Drugs
5. To request	**E**	Profit
6. To receive	**F**	Care
7. To provide	**I**	Appointment
8. To test	**J**	Insurance payments
9. To deliver	**K**	Mail
10. To entertain	**L**	An organization
11. To establish	**M**	Social services
12. To disrupt	**N**	Income taxes

VI. Find English equivalents in the text:

Фінансуватися, залежно від, прибуткова організація, неприбуткова організація, статус організації, згідно з федеральним законом, директиви, сплачувати податок на прибуток, грошове пожертвування, гонорар, офіційне надання ресурсів, акціонер, витрати, орендувати площу, благодійні внески, служба пошуку фінансування, довідник із підприємств, благородна справа, генеральний директор, поштові витрати, невідкладна допомога, страховка, вклади, постачальники послуг з охорони здоров'я, безкоштовно, набирати кадри, розважати пацієнтів, посильний, стартовий капітал, організації-конкуренти, збанкрутувати, потерпати від економічної депресії, вичерпуватися, погане керування, прикривати злочини, пенсійний рахунок, вкладати гроші, зазнати краху, підозрювати, бракована продукція, керувати організацією.

VII. Consult the dictionary and complete the table with the necessary parts of speech as in the example:

Noun	Verb	Adjective	Adverb
ignorance	to ignore	Ignorant	Ignorantly
		suspicious	
executive			
			Possibly

VII. Translate the sentences into English:

Організації, що надають соціальні послуги, можуть отримувати фінансування від міських, окружних, федеральних урядів та урядів штатів 2. Якщо корпорація доведе, що не планує отримувати прибуток, їй не доведеться сплачувати податки на прибуток. 3. Прибуткова організація має право отримувати прибуток, який власники організації можуть витрачати за власним бажанням. 4. Багато організацій, що надають соціальні послуги, хочуть бути неприбутковими, щоб мати змогу використовувати всі свої надходження як ресурси для здійснення послуг. 5. Лікарню дорого утримувати, оскільки треба платити персоналу та купувати ліки, матеріали та обладнання.

IX. How do you understand the adage «'Ignorance is Bliss»?

X. Writing

a) Read the sample essay;

b) find introduction, supporting paragraphs and the conclusion;

c) make all the necessary corrections to the sample essay;

d) write your own essay on the same topic following the structure.

TOPIC: *«Your school has enough money to purchase either computers for students or books for the library. Which should your school choose to buy – computers or books?»*

In this essay, I would like to consider whether computer for students or books for the library, if we have enough money. Although I recognize lots of students like to use computer, I think our school should buy books. This is because the advantage of buying books seems far more superior to that of buying computers.

It is widely believed that reading books is a basic ability for any kind of studying. In order for students to develop this ability, I would like to suggest an idea that each student request books he/she want to read, and our school provide each student at least one desired book. By complementing this plan, our children can have a opportunity to enhance their reading ability.

In addition, when children read books they tend to ask for their parents' help. These days, it is said that the relationship between students and their parents is becoming weak. In contrast, if the custom to read books among students spreads, more and more students ask their parents to support their

reading. Ultimately, these can enhance the relationship between students and their parents.

As stated above, there seems a number of advantages to buy books for the library. First of all, there is a possibility that buying books for the library leads to strengthen the students' ability to read. Plus, through reading, the relationship between students and their parents can become stronger than ever. I must conclude our school should buy books for the library.

Test Yourself. Revision (Units 1-4)

1. Tribal chief allows a nursemaid for an orphaned child is an example …

   a.   of early social services;

   b.   that proves the fact that early civilizations were highly humane.

2. The story about Burger Wars was told in order to illustrate…

   a.   American obsession with junk food;

   b.   that organizations can cease to exist because of a cut-throat competition.

3. Activities and outcomes of an organization are its…

   a.   slogan;

   б)   function

4. Copays are

   a.   charity payments made by policemen;

   b.   patient's share of the payment for the therapy.

5. An affidavit is…

   a.   a written report of the witness, which is signed and certified;

   b.   an alphabet for the illiterate prisoners.

6. A triage is …

    a.   Ukrainian national emblem

    b.   the process of deciding which patient needs help and what kind of help they need.

7. USAID is …

    a.   an American organization created to foster development of other countries;

    b.   a dangerous desease found mostly in the USA.

8. A lease is …

    a.   a document specifying the details of the building or equipment renting;

    b.   a volunteer home service.

9. FEMA is

    a.   the name of the person who founded the Red Cross;

    b.   an organization which helps people in case of a disaster.

10. An adage means

    a.   slow pace in music

    b.   proverb.

UNIT № 5

ORGANIZATIONAL MISSION AND SERVICES

I. Read the text and choose the best heading for each part of the text:

1. Things to be taken into consideration while writing a statement of mission.
2. Statement of mission and purpose is the general guideline necessary for every organization.
3. How to staff the managing board of the company.
4. An example of a statement of mission.
5. The reasons for organizations to become more complex.

*A*_____

In the USA organizations have become more and more complex over the years. This has happened for many reasons: increased demands of a more complex legal system, an increasingly litigious culture, more complex business and accounting practices, insurances and bonds, larger and larger competitors, increased formality in credentialing and licensure of staff, higher expectations of an informed public, a culture which has adopted a feeling of entitlement to the best and most

thorough services, media exposure and complexity, new technologies in almost every field and throughout business and services, wariness of the public for manipulative or criminal practices, greater need for records and documents, more storage and management of documents, faster changes in public demands and social needs, globalization of outlook and planning, sociological and health changes in the population, increased mobility of citizens from one vicinity to another, uncontrolled immigration, bilingualism, security and terrorism issues among many others.

B_____

One of the ways organizations try to remain stable and effective is to write an overall statement of mission and purpose. This statement is used in all business, legal and public relations activities. The reason this is necessary is that an organization must be extremely clear about what it does and what it does not do. What are its responsibilities – and what are not its responsibilities. This makes it easy to prove it is doing what it is supposed to do and not wasting resources on things it is not supposed to do. Once this statement of mission is clear then all objectives and operations can be written accordingly without deviation from the overall mission. The mission

statement is revised by executives, and many times a «board of directors» have input to this mission.

*C*_____

A Board of Directors is usually a group of people who have agreed to work responsibly to direct the organization by advice, and sometimes by vote or executive demand. Generally, this is a group of experts and well-known people of the community who have regular meetings to discuss and vote on the concerns of the organization. Often the board will have a lawyer, a banker, a media executive and other professionals as members. This board may also have a manager or a staff person or a student in the group – each of these people can speak from a different point of view. This board usually includes executive officers like the President of the organization and it may also include some Vice-Presidents. The person who is in charge of the board is usually called the «Chairman of the Board of Directors». The Chairman may be appointed or elected by board members. The Chairman often calls for votes and expedites* discussion amongst various board members so that the organization can best deal with its affairs. In the USA it is common for a Social Worker to be a board member or an

executive in an organization – especially in social service, mental health service, or health service organizations.

D_____

The organization writes their mission statement according to what problems they want to solve or what goals they want to achieve. If an organization is formed because elderly people have problems shopping and cooking meals they will try to solve that problem. This problem may have been formulated by many different observations. These observations could include the following: older citizens lose a great deal of weight and lose too much strength to exercise, older people were found to be suffering from various forms of malnutrition, elderly people tended to start more fires at home and had less ability to fight the fire or report it to the fire department, elderly people when burned do not heal well and it takes months for them to recover at considerable expense, elderly people who go shopping tend to fall and sustain broken bones, elderly people who drive to the store tend to have many automobile accidents, many elderly cannot get a driver's license, even if elderly people buy food it often spoils, elderly people only eat things that are easy to prepare not necessarily healthy food, older people have little ability to wash their dishes, inability to manage food or wash

dishes tends to bring rats and insects, elderly people may eat one day and forget to eat the next day – among many other possible observations. An organization that could regularly deliver healthy meals to the homes of elderly people would prevent most of these problems. If the meals were brought in disposable paper and plastic dishes those problems would be solved. In the USA there exists such an organization in most communities – it is named «Meals on Wheels». They deliver one or two meals per day per person. In addition to solving all the problems listed above they also check on the safety and general well-being of elderly individuals and couples by looking around when they bring the meals into the apartment or house. This organization gets referrals daily from doctors and social workers. Social workers routinely call Meals on Wheels anytime an older person has gotten sick or had a surgery or suffered a mental depression. Meals on Wheels allows the elderly to live at home longer before they have to be taken to an Assisted Living Facility or to a relative's house where they can receive care. If a city were to have another organization that delivered everything each day, once per day and it included mail, all deliveries, meals, newspapers, etc. it might put Meals on Wheels out of a contract to provide services. If that happened then Meals on Wheels could limit its Mission to

meal preparation and let the new organization make the deliveries and check on the people's wellbeing. There are organizations that will provide basic legal services, in-home therapies for mentally ill or crippled or stroke victims, housekeeping and cleaning for convalescing residents, and many other services by their mission. Almost all of them have social workers on staff as employees or as part-time consultants.

E_____

The following is the Mission statement of the Department of Health – Division of Mental Health Services for the State of Vermont in the USA:

Department of Health's Division of Mental Health Services

Vision: Vermont citizens of all ages with developmental disabilities and/or behavioral health needs lead responsible, high quality lives as part of their communities.

Mission: To promote inclusionary (з врахуванням потреб), person-centered, effective and efficient services to enable individuals with behavioral health needs to achieve these outcomes.

Child, Adolescent, and Family Unit Vision: All children and families are emotionally healthy.

Mission: To assure timely delivery of effective prevention, early intervention, and behavioral health treatment and supports through a family-centered system of care for all children and families in Vermont.

Access: Core services are available to children and families in need.

Practice Patterns: Services provided are appropriate, of high quality, and reflect current best practices.

Outcomes/Results of Treatment: The quality of life for consumers will improve.

Structure/Administration: Designated Agencies will be fully functional, and have strong working relationships with the Department, families, and other stakeholders (зацікавлені сторони).

Priority Strategies: Family Involvement, Participation, and Empowerment (розширення прав та можливостей) ensure that families are valued and involved at all levels of the system of care. Partnerships: Develop and maintain as many partnerships with contributors to the system of care as possible. Effective Management of Care: Monitor and improve outcomes in the quality domains through Program Reviews and quality improvement plans and through the Designation process and corrective action plans. Expansion of attitudes,

knowledge, and skills: Promote awareness and use of best practices about the emotional health and behavioral health treatment of children through education, training, technical assistance, and consultation for/with key stakeholders and the general public within a Human Resource Development Plan for CAFU staff. Use and promote principles and tools of continuous quality improvement. Attention to internal working relationships Honor Division's Guiding Values for Our Work Environment and embody principles of Learning Organizations.

(*Written by B. Bannister*)

***expedites** means to make something expedient (доцільним) – in this case to quickly and effectively push discussion to an objective.

TASKS TO UNIT 5
ORGANIZATIONAL MISSION AND SERVICES

II. Answer the following questions:

1. Speak about the reasons why the US organizations have become so complex. Comment on each reason. Compare the situation with that in Ukraine.

2. Why should every organization have an overall statement of mission and purpose?
3. How can an organization be directed?
4. What employees might be on a Board of Directors?
5. What should primarily be taken into consideration while writing a statement of mission?
6. Why should elderly people be helped in shopping?
7. Explain what the organization «Meals on Wheels» does.
8. What is the principle mission of the Department of Health's Division of Mental Health Services?
9. What problems do elderly people encounter?
10. What is the difference between a *mission* of an organization and its *vision*?
11. How do you understand *empowerment*?
12. What is *to expedite*?

III. Match the *italicized* word with its synonym or explanation:

1. increasingly *litigious* culture
2. insurances and *bonds*
3. …formality in *credentialing*
4. …without *deviation*
5. …and sometimes *by vote*
6. …various forms of *malnutrition*
7. …in *disposable* paper

a. the action of choosing a person or thing for a particular purpose

b. the tendency to cover or affect the whole world

c. made to be thrown away after use

d. a difference from what is

8. …through the *Designation* process
9. *wariness* of the public
10. …*globalization* of outlook
11. *Bilingualism*

acceptable or expected

e. too ready to take disputes to a court of law

f. demand for documents that prove that you are who you claim to be

g. ability to speak two languages equally well

h. a legal written document or promise

i. a formal choice that you make in an election or at a meeting in order to choose sb or decide sth

j. cautiousness

k. bad eating habits

IV. Find the transcription and proper Ukrainian translation of the following words, divide them into 3 columns according to their stress and recollect the context in which they were used:

Demands, competitors, manipulative, storage, purpose, executive, include, deviation, appoint, chairman, sustain, delivery, employee, behavioral, empowerment, assistance, contributors, disabilities, considerations, elderly, globalization, disposable, vision.

First syllable	Second syllable	Two stresses
purpose	empowerment	Deviation

V. Find synonyms to the following expressions in the text:

Invalid, designate, point of view, concerns, shop, neighborhood, accomplish, persistent continuous, crippled, affairs, store, achieve, appoint, outlook, vicinity.

VI.Find in the text English equivalents to the following expressions:

Складний, причини, страховка, конкуренти, патентування, зберігання документів, обов'язки, район, не відхиляючись, включати, Рада Директорів, виконавці, мати справу з, голова правління, обирати, відповідно до, досягти, громадяни, доставляти, вирішувати проблеми, потерпати через зламані кістки, отримувати направлення, операція, інваліди, консультанти з неповною зайнятістю.

VI. Translate the sentences into English:

1. Організації складають декларацію про їхню місію та цілі, щоб забезпечити ефективну та сталу діяльність. 2. Рада Директорів звичайно має у своєму складі юриста, банкіра,

прес-секретаря та інших спеціалістів. 3. Кожен із людей у Раді Директорів може виступати з різною точкою зору. 4. Голова Ради Директорів призначається або обирається членами Ради. 5. Особа, що відповідає за роботу Ради, звичайно має титул «Голова Ради Директорів». 6. Старенькі люди часто влаштовують пожежі вдома. 7. У сучасній культурі відносин позови до суду стають все більш поширеним явищем. 8. Організаціям типу «Їжа на колесах» слід приносити їжу людям похилого віку в одноразовому посуді. 9. Існують організації, які забезпечують лікування в домашніх умовах для душевно хворих або інвалідів. 10. Більшість таких організацій потребує соціальних працівників у штат чи як консультантів із частковою зайнятістю.

VIII. Writing:

a) read the sample essay;

b) find introduction, supporting paragraphs and the conclusion;

c) make all the necessary corrections to the sample essay;

d) write your own essay on the same topic following the structure.

TOPIC: *You have decided to give several hours of your time each month to improve the community where you live. What is one thing you will do to improve your community? Why?* **Use specific reasons and details to explain your choice**.

Sample essay

Improvement of the community entails for efforts being done by the community dwellers. Efforts maybe big or small, but nonetheless it is a way to do some improvements in the community. In the following discussion I will reason and explain my viewpoints in detail.

In my own little way, I can help by cleaning the street in front of our house or my backyard. This may not be of big effort but nevertheless I can show others especially the children that I can be a good example to them. This may also give an idea to my neighbors that they can do the same thing.

Another way that I think will improve the community where I live in is through doing well in my studies and graduate from school and eventually be a businessman. I think that if I study well I can earn good grades and for that I can graduate and after that I can put a business in to my community like a restaurant. Putting up a business like a restaurant in the

community may help with the boosting of the community's economy because it attracts travelers or foreigners which will obliged them to spend, thus more income for both the restaurant and the community.

Given all the datas above, I can conclude that helping improve the community doesn't only mean you have to sacrifice everything that you have like your money or your time and efforts. It can be done through your own little ways like through cleaning in front of your street or your backyard or you can also put up a business like a restaurant which eventually will help with the community's economy.

UNIT № 6

SOCIAL SERVICE PERSONNEL AND OFFICERS

I. Read and translate the texts.

Text A.

Large social service organizations can employ many people and sometimes even hire a different organization to help them with their work. In every large organization there is a central office. This central office has the highest ranking executives and support staff. The executives are usually the President or Director, Vice-Presidents, Chief Financial Officer, sometimes some legal staff and project managers. The support staff includes administrative assistants, secretaries, and reception staff for desk and telephone.

The organization may have offices and other space wherever they offer services. They may offer services in several parts of town or several states.

Wherever there is a branch office there will be supervisors and other support staff. These organizations may have Social Workers at each location or send a social worker to visit each facility at different times of the day, week or month.

In a hospital, social workers may be assigned by specialty area. This means one social worker might be assigned to

Maternity and Pediatrics, but a different social worker may serve in the Emergency Room. In Mental Health and Substance Abuse wards there may be several Social Workers because of a larger number of client or patient hours needed in those areas. If the Social Workers are responsible for individual, group, or family therapies they will spend a lot of time performing therapies and documenting the responses of each patient into a medical record. If the Social Worker has manager duties – supervising other social service staff or hospital staff this will increase their work load (робоче навантаження).

In a mental hospital Social Services Department there will be a manager, support staff, professional Social Workers, and training or nonprofessional social workers. The number of each of these depends on the number of functions that the social work department has been assigned. Usually the nonprofessional staff are paid much less than the professional staff, so the organization hires only enough professionals to complete the professional tasks and leaves all other work of the department to nonprofessional staff. An example of this is having professional Social Workers do the initial assessmant interviews and make a diagnosis for each patient and all professional therapies, but secretaries type and file written documents, the manager makes scheduling and administrative

decisions, the nonprofessionals get patients to complete written questionnaires and do simple guidance and patient education about mental health.

This division between professional and nonprofessional duties is done for several reasons. One reason is saving money and another reason is because there are laws written about what functions may be done by each type of professional. So you cannot let a low-paid nonprofessional do the complicated psychotherapy services that require a license, specialty certification, and a lot of experience. We will talk more about professional training, licensure, and certification in a later chapter.

Text B.

In smaller organizations or organizations that have very little Social Worker duties to perform there are fewer staff and less division of functions. An example of this would be a small Assisted Living Facility* for the elderly. In a facility like this there might only be 12 residents. These people have some debilitation due to age or chronic illness. They are few in number but they also have few acute problems. Most of their problems have already been diagnosed and the residents are in stable condition and have adjusted holistically to accept

whatever therapies or supports are being provided by various staff. In an Assisted Living Facility there may be a non-professional Social services staffperson who is doing periodic routine assessments and making notes in a chart. This non-professional would be supervised by a consulting Social Worker who comes into the ALF once a week or once a month to check all social service systems. The professional Social Worker is contacted by telephone if he/she is needed for more acute problems or for advice. The non-professional social worker could be a full-time employee (40 hours per week) or part-time employee (12 hours per month or as much as is prescribed by law or by need). The professional Social Worker consultant is hired by contract for part-time (2-6 hours per month) and usually is to be on call by telephone or beeper for unexpected problems.

I recently contacted an executive of a state hospital in the USA to ask about the roles of Social Workers in the system. The following is her answer: «We contract with these organizations to provide support, including service coordination and other «social worker» type activities. We as a state agency do not provide direct services other than our public guardianship program.'**

Social workers roles:

Social workers work for the state mental health division overseeing the funding and oversight of community mental health services in Vermont. Social workers are involved in making policy, quality oversight of local mental health programs, and state-wide initiatives to improve services. A majority of the key positions within the state division are filled by individuals with MSW's***. Social workers are also employed by local mental health organizations to provide services like case management and therapy to individuals and groups.»

(*Written by B. Bannister*)

***Assisted Living Facility** is a building with staff to assist older or debilitated people in their lives; people who are not so old or debilitated that they need constant care. They usually provide meals and transportation, possibly remind a resident to take medicine, but they do not provide nursing services such as giving the medicine, carrying the patient, or giving them a bath.

****Public guardianship** is when a person is so sick or old that someone must be legally responsible for them but the family is unable to take that responsibility – so a public administrator is appointed to be the guardian.

*****MSW** – Master of Social Work, a graduate level degree

TASKS TO UNIT 6.
SOCIAL SERVICES PERSONNEL AND OFFICERS

II. Spot and correct mistakes in the following statements. Be careful: one statement is correct.

1. A central office of every organization has all the employees of that company.

2. The support staff consists of the President, Chief Financial Officer and some project managers.

3. Organizations usually have several branch offices which are completely independent from the central one.

4. Organizations have Social workers at each location strictly according to their specialty area.

5. More Social Workers are needed in the Mental Health and Substance Abuse wards to cope with violent patients.

6. Professional staff gets a lower salary than nonprofessional staff.

7. You cannot let a low-paid nonprofessional do a complicated psychotherapy as they must be paid higher.

8. Only professional workers do periodic routine assessments in an ALF.

9. Professional workers are mostly employed part-time.

10. Social Workers perform practically the same functions as ordinary nurses or doctors.

III. Find synonyms:

To hire, assistant, supervisor, to assign, therapy, response, functions, assessment, questionnaire, acute, holistically, chart, to provide, evaluation, to oversee, to answer, worksheet, to appoint, to employ, treatment, roles, keen, integrally, helper.

IV. Find English equivalents for the following expressions:

Вищі за званням виконавці, допоміжний персонал, центральне бюро, керівники проектів, офісні працівники, пропонувати послуги, навідувати установу, можуть бути призначені, медична документація, служба екстренної медичної допомоги при лікарнях, проводити лікування, робоча норма, завідувати, початкова оцінка, заповнювати анкету, економити гроші, з кількох причин, складна психо-терапія, слабкість, жителі, несподівані проблеми, надавати підтримку, узгодження послуг, контроль, більшість, ключові позиції, управління справою.

V. Explain the following terms:

Full-time employee, part-time employee, specialty certifi cation, administrative assessments, state-wide initiatives.

IV. Translate The following sentences into English:

1. Соціальних працівників наймають для координації послуг та інших видів діяльності, характерних для соціальних працівників. 2. Низькооплачувані некваліфіковані працівники не можуть виконувати складні функції, що вимагають ліцензії та досвіду. 3. Професійних працівників наймають на умовах неповної зайнятості, і їх завжди можна викликати по телефону у випадку неочікуваних проблем. 4. У притулку для людей похилого віку може проживати лише 12 жителів. 5. Організації можуть пропонувати соціальні послуги в декількох частинах міста та навіть у декількох штатах.

VII. Writing:

a) read the sample essay;

b) find introduction, supporting paragraphs and the conclusion;

c) make all the necessary corrections to the sample essay;

d) write your own essay on the same topic following the structure.

TOPIC: *Do you agree or disagree with the following statement: it is better to be a member of a group than to be the leader of a group.* **Use specific reasons and examples to support your answer.**

Sample essay

Although being a good leader is not an easy job, I still prefer to be a leader rather than a follower. Therefore, I strongly disagree with the statement that it is better to be a member of a group than to be the leader of a group.

Actually, the choice of being a leader or a member of a group depends mainly on the personality of the particular person. For me, I like to plan things ahead and make things well organized. For example, when I was the White House Captain in my secondary school, I organized a lot of activities and competitions. The feedback of both teachers and students are good and our House won the Overall Champion in the end of the school term.

There are quite many requirements for a good leader, such as a leader should be responsible, proactive and progressive. He/she should have good management power and have positive influences to the group members. I think that I can fulfil most of these criteria. Besides, I have confidence to face the

challenges and shoulder the responsibilities. I do believe that there are more chances for a leader to learn and experience the success and failure.

I can train myself to be more assertive at work when I am the leader of a group. Moreover, I should make correct judgement and give clear instructions to my members. All these things I can learn by taking the role of a leader. Although I may feel great pressure on doing these, I like to have this kind of pressure. It is because I believe that it can help me to improve myself and make me become more mature.

Owing to the opinions mentioned, it will not be good for me to be a follower since I do not like to do what people ask me to do and just follow the ideas of other people.

UNIT № 7

SOCIAL WORKER ROLE AND FUNCTIONS

I. Read and translate the texts.

Text A.

There are many possible careers in Social Work in the USA. A brief overview of the social work profession sees people looking for a career with meaning, action, diversity, satisfaction, and an abundance of options. Social Workers are highly trained professionals who care about people, who want to make things better, and who want to relieve suffering. There are over a half million professional social workers in the United States who have all committed their lives to making a difference.

Who Are Social Workers? Social Workers help people overcome social and health problems, such as poverty, mental illness, child abuse and neglect, emotional instability, illness, economic uncertainty, domestic violence, homelessness, and drug abuse. They work directly with individuals, couples, families, and groups to identify and overcome these problems. Some social workers also work with communities, organizations, and/or systems to improve services and/or administrate social and health programs.

Social workers are found in many settings, including private practice, mental health, health, schools, community agencies, public welfare, agency administration, and policy and planning. Social work's approach is unique among the helping professions because it focuses on people's problems in the context of their social environment. Social workers believe that people are influenced by the strengths and weaknesses of those around them –in their families, communities, workplaces, and organizations. Social workers apply their professional knowledge and skills to help people make the most effective use of their own abilities. When adequate services do not exist in a community, social workers promote the development of new services and programs. Common work activities include determining people's social, emotional, and economic problems and needs, providing services to address the needs of people, or referring clients for appropriate professional or community services, developing resources, programs and social policies to address unmet community needs. Social workers also assess, diagnose and/or treat mental health and emotional problems (Clinical Social Work: psychotherapy and counselling), work to improve social programs and health services through research and by encouraging communities and organizations to be responsive to identified needs, help people improve personal

and/or social functioning by providing or referring for education, training, employment and personal growth services. Social workers commonly coordinate and work with governmental, private, civic, religious, business and/or trade organizations to combat social problems through community awareness and response programs. Researching, planning and developing social and health policies and programs are all social work roles as well.

Text B.

Career specialties are numerous, and for sheer variety few occupations can match social work, which offers the broadest range of opportunities and settings. Social work is a broad professional field that encompasses several major areas of work and/or specialization. Social Casework (case management) is basic to social work and includes settings for health or economic problems. Medical Social Workers work with the special needs of patients and families in hospitals, long term care facilities, hospice programs, outpatient offices, rehabilitation programs and other health settings. Social Casework (case management) helps clients who become eligible for a variety of services designed to improve their economic, social and/or health functioning.

Medical Social Workers help patients and their families cope with the many problems that accompany illness or inhibit recovery and rehabilitation, such as economic need, disability, and lack of resources after discharge to home. They also collect and analyze patient information to help other health professionals understand the social, emotional, and environmental factors underlying a patient's condition, or affecting their optimal recovery. In hospitals, medical social workers often coordinate services for home care and medical equipment following discharge, or for referral to rehabilitation and long-term care facilities. In hospice, long-term care, and rehabilitation facilities, they assess patient and family functioning on an ongoing basis, providing or recommending services as conditions change. In outpatient settings (амбулаторне лікування), medical social workers provide referral services and supportive counselling, and coordinate after care and follow up services.

School Social Workers help students and families overcome the social, behavioral, emotional, or economic problems that prevent learning. They interview students to determine problems, use professional judgment to assess conditions, refer for appropriate professional or community services, and follow-up to assure that services are provided and that

conditions improve. School Social Workers help with emotional, social and economic problems so students can focus on getting an education. Clinical Social Workers are found in private practice or in psychiatric and mental health care settings where they provide psychotherapy and counseling. They might also work in employee assistance programs within larger companies that have numerous employees.

In Administration and Management, social workers oversee the programs and systems that provide social, health and public welfare services.

Community Organization social workers work in cooperation with the community to identify needs and to develop or improve services and systems to meet those needs.

In Social Policy and Research, Social Workers analyze social problems, design and conduct in-depth research studies and develop ways for social programs and systems to overcome those problems. They work for or with governmental, private, or community groups and organizations to determine community needs, and to recommend and develop new resources. They may deal with substance abuse and child welfare services. Social Work Researchers engage in research to measure the effectiveness of agency or program operations as well as studying the causes of larger social problems such as

poverty, homelessness, and substance abuse. They analyze results and use their findings to recommend ways to improve social policies and conditions. Social Workers may also specialize in treating specific problems, such as mental health disorders, marriage problems, domestic violence, substance abuse, or living with long term illnesses such as cancer and HIV/AIDS. You will find social workers working with special populations of people, such as in aging or gerontology, developmental disabilities, juvenile services and probation, child welfare, or public welfare, to name a few. A social worker may also develop specialized skills in conflict resolution and mediation, violence and victim services, emergency preparedness and disaster relief.

Text C.

Now I will give some examples of the work social worker might do by presenting some common types of cases.

1) Bob is experiencing stress as a single parent. He is referred by a social worker to a good child care agency. The social worker also helps Bob explore flexitime with his employer and works with a coalition of local employers to make flextime and child care more available to others in the same situation. In addition, the social worker provides therapy

to help this young father handle the immediate stress of raising children on his own.

2) Tara, a new mother, is 16 years old. She lives with her grandparents and hasn't finished high school. Her social worker helped her child get health insurance and regular check ups, and helped Tara apply for public assistance. With her social worker's support, Tara enrolled in evening classes to finish high school, and found a support group to help young mothers with parenting skills.

3) Scott is 8 years old and loves to learn. He began skipping school after bigger kids started teasing him. His school's social worker alerted Scott's teachers who helped control the bullying. He met with Scott's parents to suggest ways to help the situation. Now, he and Scott talk a lot – not only about bullies, but also all the things Scott is excited to be learning about. When an organization has many roles for social workers then an individual social worker may be assigned by his/her specialty training or by his/her own particular interests. If two social workers are both qualified to deal with six groups: substance abusers, aged, crippled, mentally ill, poor, and mentally retarded – then each social worker can choose three areas of responsibility.

(*Written by B. Bannister*)

TASKS TO UNIT 7

SOCIAL WORKER ROLE AND FUNCTIONS

II. Choose the answer which best corresponds to the text:

1. A social worker is the person who
   a. deals with all the social issues;
   b. has committed his or her life to make the life better;
   c. wants to make a successful career;
   d. expects to get a social benefit.

2. What problems from the list are NOT solved by the Social Workers?
   a. Living on the breadline;
   b. disregard to children;
   c. filling in a tooth;
   d. emotional problems.

3. Social work's approach is unprecedented because
   a. social workers can be found in every setting;
   b. it helps people solve their problems in the context of their social environment;
   c. social workers apply their knowledge and skills to help people use their ability most effectively;
   d. social workers promote the development of new services and programs.

4. What do social work activities include?

a. Defining people's social, emotional, and economic problems and needs;

b. providing services to address the needs of people;

c. developing resources, programs and social policies to address unmet community needs;

d. referring clients for appropriate professional or community services;

e. everything mentioned above.

5. What organizations do social workers cooperate and co-work with?

a. Governmental organizations;

b. civic and religious organizations;

c. private and business organizations;

d. mass media.

6. Workers engaged in Social Casework deal with…

a. mentally disabled patients;

b. economic, social and health problems;

c. problems of aging;

d. hospice problems.

7. Medical Social Workers can deal with…

a. mentally disabled patients;

b. economic, social and health problems;

c. problems of aging;

d. treatment in hospitals, rehabilitation programs and hospice problems.

8. School Social workers deal with…

a. learning difficulties;

b. building schools;

c. promoting schools;

d. recruiting children for schools.

9. Clinical Social Workers are engaged in working with...

a. mentally disabled patients;

b. economic, social and health problems;

c. problems of aging;

d. treatment in hospitals, rehabilitation programs and hospice programs.

10. What was Tara's main problem?

a. She lacked parenting skills;

b. she hasn't finished high school;

c. she had a baby without being ready for this;

d. she couldn't find a proper social worker.

III. Find antonyms in the text:

Impossible, long, scarcity, unskilled, worse, wealth, deteriorate, common, discourage, abundance, quicken, recurrence of an illness, nine-to five job.

IV. Find synonyms in the text:

A trouble-maker, to tease, to manage, aging, to define, ailment, to research, facilities, to make things better, short, cruelty, chances.

V. Find English equivalents in the text:

Огляд, різноманіття, задоволення, поліпшити, підхід, оточення, суспільний добробут, скористатися, орієнтуватися на потреби, здібності, оцінювати, діагностувати, направляти, заохочувати, зайнятість, численні, заняття, соціальний патронаж, включати, заклад амбулаторного лікування, лікарня для безнадійно хворих, супроводжувати хворобу, сповільнювати одужання, справитися, інвалідність, найкращий, виписка з лікарні, перешкоджати вчитися, подолати проблеми, наглядати за.., причини, старіння, служба у справах неповнолітніх, готовність до аварійних ситуацій, допомога при стихійних лихах, страхування здоров'я, група підтримки, прогулювати школу, забіяки, бути призначеним.

VI. Translate the following sentences into English:

Соціальні працівники – це висококваліфіковані професіонали, що піклуються про людей, полегшуючи їхні

страждання. 2. Соціальні працівники допомагають людям подолати соціальні проблеми та проблеми зі здров'ям, такі як: злидні, психічні захворювання, знущання над дітьми, емоційна нестабільність, економічна несталість, насилля у сім'ї, безпритульні особи, вживання наркотиків. 3. Соціальні працівники також здійснюють дослідження, планування та розвиток соціальних стратегій та стратегій охорони здоров'я. 4. Деякі соціальні працівники співпрацюють із різноманітними спільнотами, організаціями та системами для того, щоб поліпшити якість своїх послуг та контролювати соціальні програми. 5. Соціальні працівники переконані, що на людей дуже впливає їхнє оточення – родина, спільнота, робоче місце та організація.

VII. Writing:

a) read the sample essay;

b) find introduction, supporting paragraphs and conclusion;

c) make all the necessary corrections to the sample essay;

d) write your own essay on the same topic following the structure.

TOPIC: *Do you agree or disagree with the following statement: «Only people who earn a lot of money are successful»? Use specific reasons and examples to support your answer.*

Sample essay (there are mistakes to be corrected!)

By today's materialist standards money seems to be the only thing that matters, or at least matter the most. People spend a lot of time trying to figure out how to get it. I personally think that money, in spite of what one think just reflects success in one area, one's job or profession; therefore I disagree with the idea that only people who earn a lot of money are successful.

Money is very important for everybody. Almost everybody dedicate most of their time in their jobs in order to make more money. We need it to survive. It, however, does not always reflect success in life. There are clear examples of that. In sports, for example, not all of the best athletes make a lot of money. In my country, and in some former communist nations, for instance there are some joggers, runners, amateurs boxers, etcetera, that never get to make much money. Not even after they won an Olympic gold medal. They from the beginning knew that sports, at least in this country and with the exception

of soccer, wouldn't make them rich. They, however, succeeded in their professions. Money did not inspire them.

As I said before money only reflects success in one area of life. People who earn a lot of money due to their success in their careers are less likely to enjoy what they have. So money is not the only factor there is to judge to evaluate success in life.

In summary, not only a person who may earn a lot of money in his activity can be considered successful. It may or may not involve money. A successful person can either make or not money, t is not always the case.

UNIT № 8

SOCIAL SERVICE EDUCATION AND TRAINING

I. Read and translate the texts.

Text A.

To be a Social Worker you must have a degree in social work from a college or university program accredited by the Council on Social Work Education. The undergraduate degree is the Bachelor of Social Work (BSW). Graduate degrees include the Master of Social Work (MSW) and the Doctorate in Social Work (DSW) or PhD. An MSW is educated to provide therapy. For information about accredited schools of social work, contact the Council on Social Work Education at 1600 Duke Street, Alexandria, VA 22314, www.cswe.org.

Degree programs involve classroom study as well as practical field experience. The bachelor's degree prepares graduates for generalist (загального профілю) entry-level work, whereas the master's degree is for more advanced clinical practice. A DSW or PhD is useful for doing research or teaching at the university level. Most states require practicing social workers to be licensed, certified, or registered, although standards vary. Contact the state regulatory board directly or the American Association of Social Work Boards,

www.aswb.org, 400 South Ridge Parkway, Culpepper, VA 22701 for a list of regulatory agencies or for a comparison of state regulations.

In the USA the NASW* establishes and promotes additional standards and credentials** required for excellence in the practice of social work. A credential certifies that a social worker has achieved competence and professionalism beyond a college degree or state license. Credentials generally require a degree, supervised experience, and a standard written examination. NASW members may obtain one or more of the following certifications:

1) Academy of Certified Social Workers (ACSW); 2) Qualified Clinical Social Worker (QCSW); 3) Diplomate in Clinical Social Work (DCSW).

Social Worker salaries in the USA vary a great deal. It is difficult to assign a definitive range to social work salaries given the variety of positions and employers within the field. But one thing is certain: demand for social workers is on the rise. As a rough estimate I will outline a few salaries here. A BSW with no experience might make $12-$30,000 working fulltime in a Nursing Home. An MSW with 10 years experience and an ACSW certification might make $30-$50K working fulltime in a psychiatric hospital – and might make

$2-$15,000 more if they do psychotherapy part-time in a private practice. A DSW with DCSW certification and 15 years experience might make $35-$70,000 working fulltime as a professor or Department of Social Work Chairman in a major University. These figures do not take into account such compensations as major health care, discounts on meals, travel or automobile expenses, or any retirement plan – which can be major considerations in themselves.

Text B._____

Below I will give a brief outline of curriculums for degrees in Social Work in the USA: BSW from the University of Kansas – BSW The School of Social Welfare

Freshman or Sophomore Year SW 220 or Equivalent Social Work, Social Welfare and U.S. Society (3). An introduction to the field of social welfare and its relationship to the social work profession, charged with carrying out its primary missions. Specific social welfare policies will be analyzed, particularly as those policies affect individuals and families in need.

Junior Year

SW 510 Fundamentals of Social Work Practice (3). Introduces the basic concepts of social work practice including the focus and context of practice, the nature of a social work

relationship; basic skills and techniques common to practice such as interviewing, engagement, information gathering, etc. Introduction to problem solving and social work roles. Prerequisite: SW 530, SW 540, and SW 555 SW 530 Human Behavior in the Social Environment (3). A study of theoretical frameworks for understanding human behavior. The theories include the developmental stages across the life cycle, abnormal behavior compared to normal, analysis of family and societal processes and their effects on the individual, and individual behavior in relation to social class, ethnicity, and cultural background. Junior social work classification required.

(Fall) SW 532 Community and Organizational Dynamics and Human Behavior (3). An analysis of community and organizational life with emphasis on human behavior dynamics. Systems operation and change are considered and related to social functioning, especially as it impinges on social welfare objectives. Junior social work classification required.

SW 540 Fundamentals of Research in Social Work (3). An examination of the basic concepts and principles of scientific inquiry as applied to the social work profession's quest for and utilization of knowledge. Positivistic and naturalistic methods of inquiry are covered. Other content includes conceptualization***, operationalization****, sample design,

ethics, and client participation in the research process. Junior social work classification required.

SW 541 Social Work Research Seminar (3). Focus is on applying material learned in SW 540 to the critique of empirical work in the social work arena and to the development of a proposal for a practice based research project. Emphasis on assessing relevance of research to special populations. Content on the interpretation of graphs, tables, and statistical measures provided. Prerequisite: SW 540.

SW 555 Topics in Diversity (3). This class focuses both generally on human diversity and the consequences of minority status in U.S. society, and specifically on how social work is practiced with one particular minority group. The specific focus may change from semester to semester. Senior Year SW 601 Field Practicum (5). Students are assigned to social service agencies that provide generalist practice opportunities under the supervision of a qualified field instructor. This provides students with the opportunity to apply and test social work knowledge, values, and skills within an approved practice setting in order to gain competency as beginning social workers. This course is taken for two semesters (fall-spring), with credit being given only after completion of the second

semester. Enrollment in this course must be concurrent (одночасний) with enrollment in SW 610 and SW 612.

SW 610 Social Work Practice Seminar I (3). Focuses on learning and implementing the problem-solving and interaction models of practice to be applied to individuals, families, and small groups. Concurrent with SW 601, practicum; students bring issues with clients to class for discussion. Open only to B.S.W. seniors. Prerequisite: SW 510.

SW 611 Case Management (3). The philosophy, knowledge, and skills necessary for the practice of effective case management with a variety of client groups: the mentally ill, the elderly, and children at risk etc. Both didactic and experiential learning techniques are used. SW 612 Social Work Practice Seminar II (3). Second of two-course sequence extends the work begun in SW 610. Examines interventive strategies applicable to practice with larger systems. Models of community organization and community development are presented. Concurrent with SW 601, practicum; students work on individualized, agency-related projects. Prerequisite: SW 610.

SW 620 Social Policy and Program Analysis I (3). A conceptual model for the analysis of social welfare problems and policies is developed. The framework is applied to the

problem of poverty and major policies and programs developed to cope with that problem. In addition, the model is used to examine social welfare problems/needs being addressed in the students' practicum agencies. The focus throughout is on the understanding and application of the analytic framework. SW 621 Social Policy and Program Analysis II (3). The course builds on SW 620 using the conceptual model to examine a range of social welfare problems/needs, policies and programs. These areas include children/families and the elderly, as well as major problem/ policy areas of mental health, developmental disabilities, juvenile justice, adult corrections, and housing and homelessness. Emphasis is on advancing students' understanding and skills for using the analytic framework. Attention given to the role of social workers in the legislative process for shaping social welfare policies. (Spring)

SW 623 Seminar in Professional Issues (3). Seminar in the philosophy, values,and issues in contemporary social work and social welfare. Seminar will address areas such as conception of profession and professionalism, standards, licensing, and professional regulation, accountability and professional responsibility. Senior social work classification required. (Spring)

MSW from the University of South Carolina – College of Social Work

Text C.

FOUNDATION COURSES – FIRST 30 HOURS

The foundation courses include knowledge content required for all areas of social work practice. There are two human behavior and the social environment courses.

One course SOWK 712 – Human Behavior and the Social Environment I is a study of institutions, communities, and organizations as social systems, and the other SOWK

716 – Human Behavior and the Social Environment II focuses on family and individual development using a systems approach. There are two foundation social welfare policy courses: SOWK 741 – Social Welfare Problems and Policies analyzes social problems and policy responses to them. SOWK 742 Social Welfare Policy Analysis focuses on the development, implementation and evaluation of social welfare policies. There is one foundation research course, SOWK 791 – Social Work Research Methodologies, which focuses on social work research contexts, designs and strategies. The foundation curriculum also includes three practice methods courses: SOWK 722 – Social Work Practice with Individuals and

Families; SOWK 732 – Social Work Practice with Organizations and Communities; and SOWK 710 – Foundations of Social Work Practice in Groups. The first field instruction course SOWK 781 – Generalist Social Work Practice – Field Instruction I provides an agency-based study of the community social welfare system and social agency's place in the delivery of services. The second field instruction course SOWK 782 – Generalist Social Work Practice – Field Instruction II offers a beginning involvement in agency practice.

ADVANCED COURSES – SECOND 30 HOURS

After completing the foundation courses or their equivalent, students enter the advanced study portion of the curriculum. Prior to advanced study, students elect to concentrate their studies in either social work practice with individuals, families and groups or social work practice with organizations and communities. The concentration selected will determine the focus of study within the advanced sequence. SOWK 723 – Advanced Social Work Practice with Individuals, SOWK 724 Advanced Social Work Practice with Groups, SOWK 783 – Field Instruction III, SOWK 725 –Advanced.

Social Work Practice with Families, SOWK 747 – Concepts of Advanced Practice with Organizations and Communities,

and SOWK 784 – Field Instruction IV – OR – SOWK 733 – Work Practice with Organizations and Communities I: Social Planning, SOWK 734 – Advanced Social Work Practice with Organizations and Communities II: Community Social Work, SOWK 785 – Field Instruction III, SOWK 735 – Advanced Social Work Practice with Organizations and Communities III: Administrative Skills, SOWK 748 Concepts of Advanced Practice with Individuals, Families, and Groups, and SOWK786 – Field Instruction IV – ALSO – SOWK 718 – Systems Analysis of Social WorkPractice, and SOWK 793 – Evaluation Research in Social Work. DSW from Adelphi University:

FIRST YEAR:

Fall:

SWK 810 The Epistemological Bases of Social Work Knowledge;

SWK 842 Analysis of Social Work Practice Models and Theories of Personal Development;

Spring:

SWK 844 Program Development: Theory and Practice;

SWK 860 Social Work and Social Science.

SECOND YEAR:

Fall:

SWK 850 Comparative Approaches to Social Work Research: Quantitative;

SWK 882 Comparative Approaches to Social Work Research: Qualitative;

Spring:

SWK 843 Social Work Practice with Individuals: A Critical Integrative Perspective;

SWK 845 Comparative Perspectives on Social Provision.

THIRD YEAR:

Fall:

SWK 846 Social Work Practice with Families: Theory and Research;

SWK 854 Seminar on Proposal Development;

Spring:

SWK 849 Mental Health and Women: International Policy and Practice Issues;

SWK 851 Methods of Data Collection and Analysis.

FOURTH YEAR:

Fall:

SWK 811 Social Work Education: Issues and Processes;

SWK 848 Social Work Practice with Groups: Theory and Research;

Spring:

SWK 853 Research Seminar in Social Work;

SWK 880 Writing for Professional Publication.

***NASW** – the National Association of Social Workers

****credentials** are records and documents that prove a professional's expertise and experience as well as well specialty areas and other abilities. These might be degrees, licenses, certificates, or membership in higher levels of professional organizations.

*****conceptualization** is an understanding of something.

******operationalization** – being able to operate, or cause something to work properly.

(*Written by B. Bannister*)

TASKS TO UNIT 8.

II. Correct the following wrong statements. Be careful: one is correct.

1. You only need to have the desire to help people to practice Social Work.

2. Graduate degrees in Social Work include BSW, MSW and DSW.

3. You can teach Social Work at the university level only if you have a MSW.

4. You must obtain a MSW to be able to practice entry-level work.

5. One obtains one's credentials when one gets a degree.

6. Social workers normally get very high salaries.

7. Social workers enjoy lots of state benefits.

8. The course of Fundamentals of Social Work Practice introduces peculiarities of working with abused children.

9. Private information gathering and spreading are most common skills needed to practice social work.

10. Social Work research seminar focuses on human diversity.

11. Case Management class deals with how to apply problem-solving models on individuals.

12. Foundation courses provide information about classification of social workers.

13. Foundation courses are normally taken after mastering advanced classes.

14. Students must choose their area of concentration before taking foundation courses.

III. Read the text again and answer the following questions:

1. What is a credential? In what situations are credentials required?

2. What are undergraduate and graduate degrees of Social Work?

3. What does a bachelor's degree enable to do?

4. Are the standards of licensing the same within the country?

5. What is the function of NASW?

IV. Find in the text words and phrases which mean:

−   the qualification obtained by students who successfully complete a university course;

−   having official permission to do something;

−   a group of people who have the power to make decisions and control a company or other organization;

−   documents such as letters that prove that you are who you claim to be, and can therefore be trusted;

−   money that employees receive monthly for doing their job;

−   an amount of money that is taken off the usual cost of something;

- the subjects that are included in a course of study or taught in a school, etc.;

- money that the government pays regularly to people who are poor, unemployed, sick, etc.;

- a student in the second year of a course of study at a college or university;

- the fact of belonging to the particular race;

- a student who is first year at university;

- existing or happening at the same time;

- a set of beliefs, rules or ideas that are used as the basis for making judgments, decisions, etc.

V. Insert the following phrases into the sentences:

foundation courses, community, discount, required, curriculum, credentials, social welfare.

1. A … of 5 percent is offered for payment of this account before the end of the month.
2. Before taking a person for a job, the employer has to check his or her ….
3. Criminals become a burden to the….
4. You can take advanced courses only after completing the ….
5. Every university has its own ….
6. Hard work will be … of the students in this course.

VI. Find English equivalents for the following Ukrainian expressions:

Диплом, робота для початківців, бакалавр із соціальної роботи, вчені ступені, магістр із соціальної роботи, доктора наук, практичний досвід за спеціальністю, випускник вищого навчального закладу, проводити дослідження, викладати на університетському рівні, порівняння, державні норми, додаткові вимоги, засвідчувати, зарплатня, як приблизні підрахунки, працювати повний робочий день, будинок для осіб похилого віку, без досвіду роботи, з частковою зайнятістю, брати до уваги, охорона здоров'я, особистий пенсійний рахунок, розклад, виконувати свої головні завдання, політика соціального забезпечення, науковий пошук інформації, діаграма, статус меншин, набути компетенції, одночасний, психічнохворі, бідність, справитися з, правосуддя у справах неповнолітніх, перевиховання повнолітніх злочинців, впровадження і оцінка політики соціального забезпечення, поглиблені курси, обирати.

VII. Translate into English the following sentences:

1. Потреба в соціальних працівниках постійно зростає.
2. Студентів направляють до агенції з соціальних послуг,

яка забезпечуює цим студентам практику під наглядом кваліфікованого спеціаліста. 3. Випускник із дипломом бакалавра без досвіду роботи може заробляти близько 12-30 тисяч на рік, працюючи повний робочий день у будинку для осіб похилого віку. 4. Перед тим, як взяти особу на роботу, роботодавець має перевірити її документи. 5. Обов'язково треба впровадити цей план у життя.

VIII. Writing:

a) read the sample essay;

b) find introduction, supporting paragraphs and the conclusion;

c) make all the necessary corrections to the sample essay;

d) write your own essay on the same topic following the structure.

TOPIC: *Do you agree or disagree with the following statement: «High schools should allow students to study the courses that students want to study». Use specific reasons and examples to support your opinion.*

Sample essay (there are mistakes to correct)

Did a school make Bill Gates to attain the world's richer person? Did a mandatory school's coursework make Thomas Edison a historical figure in the field of electronic products? Some people might think the students are required to take only classes that school suggested in principle, but I don't agree to such an idea like that. I would like to continue further discussion why I stand counterpart of them through suggesting different two reasons.

First of all, one's succession in his career goal could be defined only by self-motivation and one's own vision, not by forced courses that schools imposed on him (or her). Schools allowance of elective course certainly improve students' development of their own career goal. For example, imagine that a student, who once had been a inferior student with low academic performance, motivated by reading a biography of Einstein, and soon decided to become a scientist. He might want to study from very basic of mathematics taking courses from introduction as well as other science courses. However, if high schools do not allow him to study in lower grades, how could he finally find way to his succession in the school? Thus, school should open up students' possibility and chance to improve their capability. Moreover, it does no harm for high schools to allow students to study in courses students want to

take. Is it likely that voluntarily attending students would disrupt the class' atmosphere? I think the answer is far from it. For example, there were both elective and mandatory literature classes in my high school. Having compared both classes from my own experience, most of the students in the mandatory course seemed less concerned with the class dozing off and even loafing around. On the other hand, the class consist of students who voluntarily took part in was just diametrically opposite situation. Students there were fully motivated, and participated with his enthusiasm giving vivid presentations, diligently taking notes, and arduously arguing on the current class issues.

In consequence, I believe it is out of question that high schools has to allow students to study the courses that students want to study. The important reason is that high schools' providing elective courses are great stimulation to students who enthusiastically pursue their very destination.

Test yourself. Revision (Units 5-8)

1.   Meals on Wheels is…

a.   an organization that delivers meals to the elderly;

b.   meals that are eaten hastily.

2. NASW stands for …

a. Northern Alliance of Social Workers;

b. National Association of Social Workers.

3. Credentials are ...

a. certificates giving evidence of the bearer's competence, experience etc.;

b. letters of recommendation.

4. Case Management is ...

a. doing general guidance of certain patient's case;

b. a list of all the courses of study offered by a school or college.

5. A curriculum is…

a. a list of all the courses of study offered by a school or college;

b. doing general guidance of certain patient's case.

6. Nonprofessional personnel of an organization get paid…

a. same as professional staff;

b. less than professional staff.

7. Outpatient treatment is…

a. treatment for nonresident hospital patients;

b. health procedures outdoors.

8. Prerequisite is…

a. desirable;

b. required as a prior condition.

9. In Social Policy and Research Social Workers are engaged in…

a. analyzing social problems, designing and conducting in-depth research studies and develop ways for social programs and systems to overcome those problems;

b. studying the history of Social Work.

10. Social Workers are…

a. people who design social policies;

b. highly trained professionals who care about people, who want to make things better, and who want to relieve suffering.

UNIT № 9

WORKING WITH THE AGED AND DYING

I.   Read and translate the texts.

Text A._____

In 2004 Social Workers developed research in the USA about Key Indicators of well-being of the elderly that describes the overall status of the US population age 65 and over. The report provides federal statistics from over a dozen national data sources to monitor several important areas in the lives of older Americans – population, economics, health status, health risks and behaviors, and health care. The value of the report reflects efforts to advance understanding of where older Americans are today and what may be needed to improve care and services in the future. The following are some of the key findings:

Increased Life Span: in 1900, the average 65 year old could expect another 12 years of life, on average. A century later, in 2000, life expectancy for those aged 65 had increased to 19 years for women and 16 years for men. Similarly, in 1900, Americans aged 85 could expect and additional 4 years of life. By 2000, that statistic had increased by 7 years for women and 6 years for men.

Reduced Disability: according to the report, in 1984, 25 percent of Americans 65 years of age or older suffered from some type of chronic disability. By 1999, that number had fallen to approximately 20 percent.

Fewer Smokers: in 1965, 29 percent of older Americans smoked. By 2002, that number had fallen to just 10 percent. Most of this trend has been driven by declines in smoking among men, although older women's smoking rates have remained steady at about nine to ten percent over the past four decades.

Rising Obesity: similar to that of trends in other age groups, the increase in the pervasiveness of overweight and obesity among older adults has been significant. By 2002, a full 69 percent of Americans were either overweight or clinically obese. One of the most striking statistics is that obesity among individuals aged 64-75 have doubled over the past 30 years, from 18 percent in the 1970s to 36 percent in 2002.

More Utilization of Prescription Drugs: older Americans make more trips to the pharmacist now than a decade ago. In 1992, the average 65 year old filled 18 prescriptions per year; by 2000 that number had risen to 30.

Higher Incidence of Memory Impairments: in 2002, the proportion of people with moderate or severe memory

impairment ranged from approximately five percent among people age 65-69 to 32 percent among people age 85 and over.

Text B.

Older Americans are an important and growing segment of our population.

Today's older Americans are living longer, healthier lives and are enjoying greater prosperity than any previous generation. As the Baby Boom generation continues to age and America's older population grows larger and more diverse, social workers at all levels of practice will have an even greater need to monitor the health and well-being of this unique population.

All social workers, regardless of practice settings, will inevitably work with clients facing acute or long-term situations involving life-limiting illness, dying, death, grief, and bereavement. Using their expertise in working with populations from varying cultures, ages, socioeconomic status, and nontraditional families, social workers help families across the life span in coping with trauma, suicide, and death, and must be prepared to assess such needs and intervene appropriately. Social work practice settings that deal with palliative and end of life care include health and mental health

agencies, hospitals, hospices, home care, nursing homes, day care and senior centers, schools, courts, child welfare and family service agencies, correctional systems, agencies serving immigrants and refugees, substance abuse programs, and employee assistance programs – all sites with end of life issues. Social workers are challenged to provide expertise in direct services to clients and their families with life-limiting illness, care of the dying, and the bereaved. The need for training in this area is growing because of advancements in medical technology, rising rates of chronic illness, increasing number of elderly people, and longer life spans. Palliative and end of life care is a growing area of practice, and social workers may feel unprepared to deal with the complex issues it encompasses.

Text C.

Definitions:

1) **End of Life Care** – refers to multidimensional assessment and interventions provided to assist individuals and their families as they approach end of life. Whether sudden or expected, the end of a person's life is a unique experience that has a great impact on the person, his or her family system, and the family legacy.

End-of-life decisions encompass a broad range of medical and psychosocial determinations that each individual may make before the end of his or her life. There are difficult decisions to be made by family members and friends who try to know what their loved one might have wanted. Such decisions can include where one plans to spend the final months before death and the degree of self-sufficiency one wishes at that time. The use of personal, family, and societal resources to attain these decisions may change, depending on the course of a particular illness, and are among some of the most important decisions individuals and family members may face. These end-of-life decisions may cross ethical, religious, cultural, emotional, legal, and policy areas. Palliative and end of life issues are often delicate and controversial and require skilled, insightful interdisciplinary care.

2) **Palliative Care** is an approach that improves quality of life for patients and their families facing the problems associated with life-limiting illness. This is accomplished through the prevention and relief of suffering by means of early identification and comprehensive assessment and treatment of pain and other physical, psychosocial, and spiritual problems. Palliative care provides relief from pain and other distressing symptoms; affirms life and regards dying as a normal process;

intends neither to hasten nor to postpone death; integrates the psychological and spiritual aspects of patient care; offers a support system to help patients live as actively as possible until death; offers a support system to help the family cope during the patient's illness and in their own bereavement; uses a team approach to address the needs of patients and their families, including bereavement counseling, if indicated; enhances quality of life and may also positively influence the course of illness; and is applicable early in the course of illness, in conjunction with other therapies that are intended to prolong life, such as chemotherapy or radiation therapy.

3) **Hospice and Palliative Care** is considered the model for quality, com-passionate care for people facing life-limiting illnesses or injuries, hospice and palliative care involve a team-oriented approach to expert medical care, aggressive pain and symptom management, and emotional and spiritual support expressly tailored to the patient's needs and wishes. Support is also provided to the patient's loved ones. At the center of hospice and palliative care there is the belief that each of us has the right to live and die free of pain, with dignity, and that our families should receive the necessary support to allow us to do so. Hospice focuses on caring, not curing and, in most cases, care is provided in the patient's home. Care also is provided in

freestanding hospice centers, hospitals, and nursing homes, and other long-term care facilities. Services are available to patients of any age, religion, race, or illness. Hospice care is covered under Medicare, Medicaid, most private insurance plans, HMOs*, and other managed care organizations. Palliative care extends the principles of hospice care to a broader population that could benefit from receiving this type of care earlier in their illness or disease process. No specific therapy is excluded from consideration. An individual's needs are continually assessed, and treatment options should be explored and evaluated in the context of the individual's values, symptoms, and changing goals.

4) **Bereavement** is a situation of a person who has experienced the loss of a significant person or other attachment figure.

5) **Grief** is a reaction to loss, and, for each person who has sustained a loss, is an individual experience. Certain losses affect entire group systems such as families, communities, cultures, and countries. Grief affects people from every standpoint, including physical, emotional, behavioral, cognitive, and spiritual. Social workers have unique, in-depth knowledge in working with ethnic and economic diversity; family and support networks; multidimensional symptom

management. These are critical areas for implementing change in palliative and end of life care.

The scope of social work in palliative and end of life care extends across many practice settings and populations, and requires intervention at the individual, family, group, community, and organizational levels.

*HMO is Health Maintenance Organization.These are corporations that provide health and medical treatments to any individuals and/or their families who are members of that organization.

(*Written by B. Bannister*)

TASKS TO UNIT 9.

II. Answer the following questions:

1. What are the Key Indicators of well-being of the elderly according to the Social Workers' research?
2. What Social Work practice settings that deal with palliative and end of life care do you know?
3. Why is the demand for social workers able to care about the disabled and dying on the rise?

4. What are some of the possible problems the family of a dying person might face?

5. What is meant by palliative care?

6. What idea is at the center of hospice and palliative care?

7. What organizations is hospice care covered under?

8. What are critical areas for implementing change in palliative and end of life care?

III. Match the phrases with their explanations or synonyms.

1. Well-being; 2. to monitor; 3. to advance; 4. life span; 5. disability; 6. approximately; 7. obesity; 8. memory impairment; 9. expertise; 10. to cope with; 11. hospice; 12. substance abuse; 13. comprehensive; 14. to hasten; 15. to postpone; 16. to prolong; 17. insurance; 18. to implement.

a. to watch and check smth over a period of time in order to see how in develops so you can do any necessary changes;

b. general health and happiness;

c. to make smth that has been officially decided start to happen or be used;

d. arrangement with a company in which you ay them regular amounts of money and they agree to pat the costs if you are ill or die, or if you lose or damage smth;

e.   to make smth last longer;

f.   to put off;

g.   to make smth happen sooner or more quickly;

h.   including all the items, details and information that may be concerned;

i.   expert knowledge or skill in a particular subject, activity or job;

j.   a hospital for people who are dying;

k.   the use of any substance in a way that is wrong or harmful;

l.   to manage;

m.   when you memory doesn't work properly;

n.   the state of being overweight;

o.   a physical or mental condition when you cannot use a part of your body completely or easily, or that you cannot learn easily;

p.   life expectancy;

q.   to develop;

r.   about.

IV. Find English equivalents for the following phrases:

Добробут, люди похилого віку, загальний статус, контролювати ризик для здоров'я, спроби, поліпшити послуги, отримані дані, в середньому, середня тривалість

життя, підвищуватися, додатковий, інвалідність, надлишкова вага, повний, ліки за рецептом, погіршення пам'яті, приблизно, горе, самогубство, важка втрата, втручатися належним чином, суд, система виправних заходів, біженці, турбота про зменшення страждань, мати справу з, багатоаспектний, суперечливий, вимагати, полегшення страждань, лікування, прискорити, відкласти, разом з, почуття власної гідності, пережити втрату, всебічні знання, втручання.

V. Translate into English the following sentences:

1. Останнім часом середня тривалість життя значно зросла як для жінок, так і для чоловіків. 2. До 2002 року 69 відсотків Американців страждали від зайвої ваги або на клінічну форму ожиріння. 3. Зараз старше покоління частіше ходить до аптеки, ніж 10 років тому. 4. Усі соціальні працівники, не зважаючи на сферу роботи, неминуче стикнуться із клієнтами, які страждають від гострих чи хронічних ситуацій, пов'язаних із невиліковною хворобою, вмиранням, смертю, горем та тяжкою втратою. 5. Члени сім'ї та друзі вмираючого мають прийняти важкі рішення стосовно того, що б хотіла дорога їм людина.

VI. Writing:

   a) read the sample essay;

   b) find introduction, supporting paragraphs and the conclusion,

   c) make all the necessary corrections to the sample essay;

   d) write your own essay on the same topic following the structure.

TOPIC: *In general, people are living longer now. Discuss the causes of this phenomenon.* **Use specific reasons and details to develop your essay.**

Sample essay

Today, people are living longer. This fact is true as we can see the life expectancy is getting higher and highest all over a world year after year. It is not surprisingly to see old and very old people in society now while it was rare to see them many years ago. There are many reasons explaining for this phenomenon. However, I can group them into two main reasons, which are high technology and improved living standards.

Firstly, as we all know, medical issue is becoming a major concern of not only developed but also developing countries. Owing to advances in technology, hospitals are well invested in and equipped with many modern medical equipments. Besides, there are much more kinds of medicine invented today to kill many kinds of diseases. People also take more care about the right ways of using drugs. Moreover, doctors are well trained in a more professional way. These three factors are very helpful in curing many diseases, even some incurable diseases that may lead to death in the past. For those who suffering from cancer or HIV/AIDS, they can now living longer thanks to better treatment conditions such as enough medicine with reasonable price and professional doctors.

Secondly, an improved living standard is another main reason for longer life expectancy. There are many ways for people to relax themselves from stressful feeling such as enjoying music, movies, walk in a park or outdoor picnic. Logical diet with necessary nutrition combining with regular physical exercise also plays an importance role to have a healthy life now. Parents pay much attention to nutrition matter for their children since they were small to prevent any health problem. In sum, people's lives are more and more taken care

both physically and mentally although this fact is quite limited in developing countries due to low income.

In conclusion, the two main reasons mentioned above may explain the longer life expectancy phenomenon nowadays in our society. Advances in medical technology and improved living standards are definitely making our life better day by day.

UNIT № 10

WORKING WITH THE CHRONICALLY ILL AND CRIPPLED

I. Read and translate the texts.

Text A._____

Social services are very much needed by people with chronic physical illness and crippling debilities. Whether the person has a disease that destroys the liver or the person had their legs cut off in a train accident someone has to help them find resources and accept a new way to live. Social Workers are very much in demand for these roles in all organizations. I will tell you about two very large and very effective organizations that employ many social workers. These are the VA and the VNA, two of many great health providing organizations. The VA is the Veterans' Administration who has 1147 hospitals, clinics and cemeteries available to help the veterans of military service in the USA and their families. The other organization, the VNA is the Visiting Nurse Association – one of the very first organizations to provide health services to people in their homes.

The VNA has offices in most major cities and small towns throughout the USA. Although there are many home-health

agencies the VNA is the largest, oldest, and best known. Each office hires professional nurses and social workers as well as cooks and homemakers to help sick clients in their homes. The VNA Mission comes from the century-old tradition of high-quality care. The mission of the Visiting Nurse Association is to provide comprehensive, personalized services that foster health, independence, dignity and comfort through home-based healing, hospice care, education and health-oriented community outreach initiatives.

Typically each local VNA office has a list of services that they can provide. These are some of the Programs offered: Immunization Clinics, Medicare Certified Home Health Care, Hospice, Personal Emergency Response System, Disease Management, Maternal/Child Care, HIV/AIDS-RYAN WHITE Program*, Corporate Wellness**, Public Walking Clinics for Flu/Pneumonia, Hepatitis/Tetanus, Meningitis. They also teach «Avoiding Falls for the Sick and Elderly» and «Fighting the Holiday Blues.»***. They send Home Health Aides to care for sick people, including those with Hospice, HIV/AIDS-RYAN WHITE Program, Respiratory Illnesses, Behavioral Health problems, Physical and Occupational Therapy for those needing rehabilitation, those with high risk for self-injury, and those with wounds healing difficulties.

Text B.

There are many non-profit and for profit corporations now offering Home Health Care, there may be hundreds of these franchise offices in a large city and each needs social worker employee hours. These home health corps are in competition so they compete to offer better services for less money to more patients. The VA's Mission Statement: «To care for him who shall have borne the battle and for his widow and his orphan.» These words, spoken by Abraham Lincoln during his second Inaugural Address, reflect the philosophy and principles that guide the VA in everything they do, and are the focus of their endeavors to serve our nation's veterans and their families.

The VA's Vision: «We will strive to meet the needs of the Nation's veterans and their families today and tomorrow by: (1) becoming an even more veteran-focused organization, functioning as a single, comprehensive provider of seamless service to the men and women who have served our Nation; (2) cultivating a dedicated VA workforce of highly skilled employees who understand, believe in, and take pride in our vitally important mission; (3) continuously benchmarking the quality and delivery of our service with the best in business and use innovative means and high technology to deliver world-class service; and (4) fostering partnerships with veterans

organizations, the Department of Defense and other federal agencies, state and local veterans organizations, and other stakeholders to leverage resources and enhance the quality of services provided to veterans.

The VA's «Core Values,» President Lincoln's words guide VA today. The men and women of VA are dedicated to fulfilling the Department's mission and vision and they commit their abilities and energy to continue the rich history of providing for those that have served America. Veterans have earned our respect and commitment, and their health care, benefits, and memorial services needs drive our actions.

VA Strategic and Enabling Goals:

1. Restore the capability of veterans with disabilities to the greatest extent possible and improve the quality of their lives and that of their families.

2. Ensure a smooth transition for veterans from active military service to civilian life.

3. Honor and serve veterans in life and memorialize them in death for their sacrifices on behalf of the Nation.

4. Contribute to the public health, emergency management, socioeconomic well-being, and history of the Nation.

5. Deliver world-class service to veterans and their families by applying sound business principles that result in effective

management of people, communications, technology, and governance.

*USA federal funding for children with HIV to receive medical treatment

**A corporation may contract the VNA to help its employees stay healthy and deal with stress so that they are happier and more productive.

***Holiday Blues are the feelings that lonely people have during or after the holiday season, especially Thanksgiving (November), Christmas (December), and New Year's (January).

(*Written by B. Bannister*)

TASKS TO UNIT 10

II. Choose the most appropriate answer to each question:

1. What is the main function of Social workers while working with the crippled?

   a)   to provide financial support;

   b)   to place them into the special clinics;

   c)   to help the crippled to overcome difficulties and adjust to new lifestyle.

2. The Veterans' Administration is at the disposal of…

   a) the people who used to serve in the army and their families;

   b) all the invalids;

   c) the victims of train accidents.

3. What is special about the Visiting Nurse Association?

   a) its employees are invalids themselves;

   b) it has more than 1147 hospitals, clinics and cemeteries;

   c) it is the first and the largest agency to help sick people in their homes.

4. What service the VNA does NOT offer?

   a) help for women with children;

   b) giving New Year presents disguised as Santa Clause;

   c) help to fight depression.

5) In the VA's vision it s stated that …

   a) they will strive to help male veterans in the first place;

   b) they will strive to help female veterans in the first place;

   c) they will help both men and women veterans.

III. Find in the text the phrases that mean the following:

   1. sudden serious and dangerous event or situation which needs immediate action to deal with it.

2. introducing or using new ideas, ways of doing smth etc.,

3. comparing the effectiveness of services with those provided by other companies in order to improve these services;

4. including all or almost all, the items, details, facts, information, etc., that may be concerned;

5. without the aim to make profit;

6. money provided by the government to people who need financial help because they are unemployed, ill, etc.

7. a feeling of depression or deep unhappiness;

8. authorization granted by a manufacturing enterprise to a distributor to market the manufacturer's products;

9. any systematic effort to provide unsolicited and predefined help to groups or individuals deemed to need it;

10. the total number of workers employed by a company on a specific job, project, etc

IV. Match the words with their synonyms:

1.	Crippled	**a.**	Devoted
2.	Disease	**b**.	New and progressive
3.	To employ	**c.**	Invalid

4.	Healing	**d**.	Illness
5.	Corps	**e.**	Organization
6.	Endeavors	**f.**	Treatment
7.	To strive	**g.**	To improve
8.	Dedicated	**h.**	To hire
9.	Innovative	**i.**	Efforts
10.	To leverage	**j.**	To use
11.	To enhance	**k.**	To try
12.	To fulfill	**l.**	To carry out

V. Find the following English equivalents in the text:

Аварія на залізниці, користуватися попитом, брати на роботу, військова служба, надавати медичні послуги, лікарня для безнадійних пацієнтів, захворювання дихальних шляхів, труднощі з загоюванням ран, грип, вдова, сирота, відображати філософію, зусилля, намагатися, запозичення досвіду, інноваційні засоби, надавати послуги світового класу, використовувати ресурси, покращити якість послуг, завоювали повагу, присвятити свої здібності та енергію, дотації, забезпечити плавний перехід, застосовувати принципи здорового бізнесу.

V. Translate the following sentences into English:

1. Працівники Асоціації Ветеранів присвятили своє життя виконанню місії і поклали свої здібності та енергію на допомогу військовослужбовцям та їхнім сім'ям. 2. Зараз існує багато прибуткових і неприбуткових корпорацій, що надають медичні послуги вдома. 3. Всі організації, що надають медичні послуги вдома, конкурують одна з одною щодо надання кращих послуг за меншу ціну більшій кількості пацієнтів. 4. Мета Асоціації Ветеранів – намагатися задовольнити потреби ветеранів та їхніх сімей сьогодні і завтра. 5. Асоціація Ветеранів пишається своєю життєво важливою місією.

Writing: write an essay on the following topic following the structure

TOPIC:

Do you agree or disagree that progress is always good? Use specific reasons and examples to support your answer.

UNIT № 11

WORKING WITH THE MENTALLY ILL

I. Read and translate the texts.

Text A._____

Social Workers do much of the work in Mental Health Services and at times have explored problems in the mental health system to make concrete recommendations for how to improve the system at all levels.

Mental health issues can affect almost all areas of social work practice. Thus, it is important for all social workers to be aware of developments in this field. The several recommendations for improvement are: Focus on the desired outcomes of mental health care to attain each individual's maximum level of employment, self-care, interpersonal relationships, and community participation. This aims to help each individual achieve his or her maximum potential in life and includes a public education campaign about mental illness, initiatives to prevent suicide, educational initiatives about people and depression, individualized care plans to promote personal strengths, strategies to improve education/employment opportunities, education on the importance of healthy early childhood development,

development of a consumer-friendly Website, promote the civil rights of individuals with mental illnesses. Consider how mental health research findings can be used most effectively to influence the delivery of services.

• Creation of new toolkits for practitioners on how to use specific evidence-based practices.

• Creation of a task force to identify the utility and further needs for promising practices.

• Establish a Samaritan Initiative Foundation to provide permanent supportive housing for chronically homeless individuals, collaboration to help serve the mental health needs of former prisoners returning to the community, and alternatives to seclusion and restraint in mental health settings.

Text B._____

As one of the largest providers of mental health services in the USA Social Workers will be in the forefront of professionals working to transform the way in which services are delivered in the mental health system. In the USA all social workers are asked to help in the «transformation» of the mental health system.

The following is a small sample of the list of Mental Disorders as it appears in the DSM-IV (Diagnostic Statistical

Manual-IV for Psychiatrists and Mental Health Professionals) in the USA. These disorders would commonly be found on the caseload of Social Workers in Mental Health:

290 Dementia of the Alzheimer's Type, With Late Onset, Uncomplicated

291 Alcohol Withdrawal Delirium

291.1 Alcohol-Induced Persisting Amnesic Disorder

292 Opioid Withdrawal

292.11 Amphetamine-Induced Psychotic Disorder, With Delusions

292.11 Cannabis-Induced Psychotic Disorder, With Delusions

294.1 Dementia Due to Parkinson's Disease

294.1 Dementia Due to HIV Disease

294.8 Amnestic Disorder NOS

295.3 Schizophrenia, Paranoid Type

297.1 Delusional Disorder

299.1 Childhood Disintegrative Disorder

300 Anxiety Disorder NOS*

300.11 Conversion Disorder

300.12 Dissociative Amnesia

300.19 Factitious Disorder NOS

300.22 Agoraphobia Without History of Panic Disorder

300.23 Social Phobia

300.3 Obsessive-Compulsive Disorder

300.4 Dysthymic Disorder

300.6 Depersonalization Disorder

300.7 Hypochondriasis

301.13 Cyclothymic Disorder

301.2 Schizoid Personality Disorder

301.22 Schizotypal Personality Disorder

301.4 Obsessive-Compulsive Personality Disorder

301.5 Histrionic Personality Disorder

301.6 Dependent Personality Disorder

301.7 Antisocial Personality Disorder

301.81 Narcissistic Personality Disorder

301.82 Avoidant Personality Disorder

301.83 Borderline Personality Disorder

302.2 Pedophilia

302.3 Transvestic Fetishism

302.6 Gender Identity Disorder NOS

302.7 Sexual Dysfunction NOS

302.71 Hypoactive Sexual Desire Disorder

302.72 Female Sexual Arousal Disorder

302.72 Male Erectile Disorder

302.79 Sexual Aversion Disorder

302.81 Fetishism

302.82 Voyeurism

302.83 Sexual Masochism

307.2 Tic Disorder NOS

307.23 Tourette's Disorder

307.46 Sleep Terror Disorder

307.46 Sleepwalking Disorder

307.47 Nightmare Disorder

307.5 Eating Disorder NOS

309.21 Separation Anxiety Disorder

309.81 Posttraumatic Stress Disorder

312.3 Impulse-Control Disorder NOS

312.31 Pathological Gambling

312.32 Kleptomania

312.33 Pyromania

312.34 Intermittent Explosive Disorder

312.82 Conduct Disorder, Adolescent Onset Type

315 Reading Disorder

317 Mild Mental Retardation

318 Moderate Mental Retardation

318.1 Severe Mental Retardation

V15.81 Noncompliance With Treatment

V61.10 Partner Relational Problem

V61.12 Physical Abuse of Adult (if by partner)

V61.12 Sexual Abuse of Adult (if by partner)

V62.2 Occupational Problem

V62.3 Academic Problem

V62.4 Acculturation Problem

V62.81 Relational Problem NOS

V62.82 Bereavement

V62.89 Religious or Spiritual Problem

V65.2 Malingering

V71.01 Adult Antisocial Behavior

V71.02 Child or Adolescent Antisocial Behavior

Text C.

The symptoms of most of these illnesses are seen by social workers in many of their patients or clients. Four commonly treated illnesses include:

1) Depressions may include these symptoms: low energy levels, disinterest, lack of appetite, poor mental concentration, feeling unhappy, and helplessness.

2) Anxieties may include these symptoms: vague worries, troubled feelings, fearful feelings without knowing why, feeling of trouble or impending doom, with possible shortness of breath and restlessness.

3) Delusions may include these symptoms: unreal thoughts, inability to separate real from unreal experiences, beliefs that are partly or completely untrue, perceiving wrongly according to delusions, psychotic thinking based on beliefs other than reality.

4) Obsession is inability to stop thinking about something, coming back to the same thought over and over, concentration on the same ideas or actions even when it is not helpful, or when it is destructive.

*NOS – Not Otherwise Specified – meaning the diagnosis falls into no other subgroup so it is not specified, it may be a temporary diagnosis until further information is available.

(*Written by B. Bannister*)

TASKS TO UNIT 11.

II. Choose the most appropriate answer:

1. Social Workers are involved in the sphere of Mental Health Services in order to…
   a. be promoted;
   b. make the system better.

2. Why is it important for all social workers to be aware of developments in the field of Mental Health issues?

   a. Because these issues influence most areas of social work activities;

   b. because this is the main field for their employment.

3. What is Mental Health care focused on?

   a. Launching a public education campaign;

   b. Reaching each individual's maximum potential in life.

4. According to the text, civil rights of the individuals with mental illnesses should be..

   a. established;

   b. promoted.

5. Social workers are expected to…

   a. invent new kind of services in the mental health system;

   b. to change the way existing services are delivered.

III. Match the phrases with their synonyms:

1.	Aim	a.	Hallucination
2.	Achieve	b.	Attain
3.	Consumer-friendly	c.	Example
4.	Influence	d.	Young
5.	Collaboration	e.	User-friendly

6.	Former	f.	Change
7.	Transform	g.	Cooperation
8.	Sample	h.	Previous
9.	Delusion	i.	Affect
10.	Adolescent	ii.	Intend

IV. Find the English equivalents:

Розлад, психіатр, надавати послуги, змінювати, колишні в'язні, ізоляція, оточення, служити потребам, інструментарій, фундація, бездомні особи, громадянські права, впливати, зручний у використанні, попередити самогубство, досягнути максимального потенціалу, освітня кампанія, самодопомога, зайнятість, результати, бути в курсі, вивчати проблеми, поліпшити систему.

V. Translate the following sentences into English:

1. Пацієнти, що страждають на депресію, потерпають від втрати апетиту, поганої розумової концентрації, відчуття безпомічності та відсутності інтересу до життя. 2. Якщо ви не можете припинити думати про щось, то у вас нав'язлива ідея. 3. Дуже важливо для соціальних працівників бути в курсі новин у сфері лікування психічних хвороб. 4. Колишні в'язні та бездомні особи іноді можуть намагатися

вчинити самогубство, і це необхідно вчасно попередити. 5. Якщо пацієнт не розрізняє реального світу від своіх фантазій, то він страждає на галюцінації.

VI. Over to you:

What does the word «Samaritan» mean? Are there any Samaritan organizations in Ukaraine?

VII. Writing: write an essay on the following topic using the structure of an academic essay.

TOPIC: *How do movies or television influence people's behavior? Use reasons and specific examples to support your answer.*

UNIT № 12

WORKING WITH SUBSTANCE ABUSERS

I. Read and translate the texts.

Text A.

A substance use disorder is characterized by the use of a mood or behavior-altering substance in a maladaptive (неадекватний) pattern, resulting in significant impairment or distress, such as failure to fulfill social or occupational obligations. Or recurrent use in situations in which it is physically dangerous to do so or which ends in legal problems. This includes use of illegal substances, the excessive use of tobacco, or the use of alcohol. The term «Substance Abuse» is the condition caused by regular excessive, compulsive drinking of alcohol and/or physical habitual dependence on drugs that results in a chronic disorder affecting physical health and/or personal or social functioning.

Addiction is a chronic, relapsing disease characterized by compulsive drug-seeking and abuse and by long-lasting chemical changes in the brain. This could be alcohol or any drug that has progressed beyond voluntary control, because of uncontrollable craving and compulsive drug use, psychological dependence, and continuing use despite harm. Addiction is

considered to be a primary, chronic, neurobiologic disease, with genetic, psychosocial, and environmental factors influencing its development and manifestations.

There are other addictions such as work, gambling, sex, internet surfing, and video gaming. Psychology explains addictions in terms of Object Relations Theories. Object Relations defines any person, substance, activity or habit in an individual's life as an object. Each person has different objects. One person has a spouse, child, work, pain pills, romance novels. A different person has a boyfriend, alcohol, work, television, and parents as major objects in there life. Any time any one interacts with any object in a rigid and dysfunctional way it causes stress and distress in other areas of the individual's life. If a person is attached to intravenous injection of opiates or unprotected sexual contacts then that person has an object addiction – in this case running the risk of diseases, wasting money and time as well as taking resources from healthier relations with objects like children or parents.

Text B._____

Research and reports from the field have described social workers as having several types of negative responses to alcohol – and drug-abusing clients. Social workers have

stereotyped such clients, avoided working with them, failed to identify and refer them, and allowed clients to ignore therapy that would prevent substance abuse. In attitudinal surveys, social workers were pessimistic about the prognosis of these clients and reported feelings of inadequacy in responding to their needs. Social workers were also seen as lacking the education and training necessary to develop therapeutic attitudes and skills for working with this population.Studying these issues it was found that substance abuse training increased social workers' sense of security and legitimacy in the therapeutic role with these clients. Compared with untrained workers, trained workers saw substance abuse as a legitimate part of social work practice and believed that they had the necessary skills to respond to it. It has also been found that social workers who did not have addictions training evidenced low self-efficacy, resulting in professional passivity. Such passivity was exhibited by «addiction blindness»: the failure to see substance abuse when it presented itself in a case, or if it was seen, the perception that it was not a legitimate part of the social worker's role, and that efforts to address it would not be successful.

Addicts are usually seen as manipulative, dishonest, wasteful, difficult to help, and unwilling to change. This kind

of patient or client takes much more work and patience on the part of the social worker than someone who is going through normal grief over the death of a loved one and who wants to feel better.

The families of addicts are usually very upset with the addict who may have abused them many times by taking money, stealing, lying, shouting, ruining family holidays, etc. Family members may also be part of the problem if the family dynamics prevented any stable years of development that the addict could draw upon as a resource for therapy. Working mothers, drunken fathers, drug-using older siblings, relatives who have been to prison and act as if going to prison is normal, all have an effect on the individual.

Substance abusers may have other problems as well, a recent injury or surgery, a mental disorder, a grief reaction, loss of a job, or being victim of a crime. The problems may make the addiction-related behavior even worse. Sometimes the therapistis are unable to clearly see each problem that the addict is having because he/she has lost therapeutic objectivity, and is now suspicious of everything the addict says as it coud be a lie or part of some manipulation. Addicts want more pain medicines, more help, more forgiveness, more chances to try again and again, more tolerance. To get these things they

provide more excuses, more blame on others for their circumstances, more requests for support, trying to get the social worker to take responsibility for their life instead of accepting responsibility themselves. They may want the social worker to write an excuse to a boss at work about why they did not come to work or telephone the boss as to why they wouldn't be at work – but they want the social worker to leave out the information that they had a carwreck while taking pills and then lost consciousness. The social worker as a psychotherapist must constantly weigh what this type of client is saying because they may be lying or manipulating out of any responsible behavior.

Text C._____

Social Workers work with addicts in every client setting. If the Social Worker is in an organization that treats addiction then that social worker may have one or many roles. These roles include intake-interviewing, assessment of the client's problems, direct individual counselling, group therapy with several addicts, family therapy, group family therapies with several families at one time, writing documents for records of the addict such as a Social History, managing the program, supervising other social workers or staff of other disciplines,

they also might be the Director of the program, or even the person who hires a different organization to perform these services.

Social Workers often work in conjuction with a 12 Step Program for Addiction. The 12 Step concept was originally designed for alcholics by Alcoholics Anonymous, a nonprofit organization dedicated to helping alcoholics. The 12 Step concept has since been adapted to Narcotics Anonymous, Gamblers Anonymous, and Sexual Addicts Anonymous among many others. The twelve-step program is a fellowship primarily found in the USA and Canada which aims at the recovery of its members from the consequences of an addiction, a compulsion, or other harmful influences on their lives, with the help of the faith-based Twelve Steps. Also the specific program of recovery that is applied within such a fellowship is called a twelve-step program. The fellowship, a bond of loosely organized, autonomous groups, functions on the basis of principles, formulated in the Twelve Traditions.

The Twelve Steps:

1. We admitted we were powerless over alcohol; that our lives had become unmanageable.

2. Came to believe that a power greater than ourselves could restore us to sanity.

3. Made a decision to turn our will and our lives over to the care of God as we understood Him.

4. Made a searching and fearless moral inventory of ourselves.

5. Admitted to God, to ourselves, and to another human being the exact nature of our wrongs.

6. Were entirely ready to have God remove all these defects of character.

7. Humbly asked Him to remove our shortcomings.

8. Made a list of all persons we had harmed, and became willing to make amends to them all.

9. Made direct amends to such people wherever possible, except when to do so would injure them or others.

10. Continued to take personal inventory and when we were wrong promptly admitted it.

11. Sought through prayer and meditation to improve our conscious contact with God, as we understood Him, praying only for knowledge of His will for us and the power to carry that out.

12. Having had a spiritual awakening as the result of these steps, we tried to carry this message to alcoholics, and to practice these principles in all our affairs.

(*Written by B. Bannister*)

TASKS TO UNIT 12

II. Say whether these statement are true or false. Prove your answer with citations from the text.

1. A substance use disorder results in psychological problems only.
2. Excessive use of tobacco is illegal.
3. Substance abuse is for example excessive compulsive drinking of alcohol or physical dependence on drugs.
4. Substance abuse results in failure of social functioning.
5. Addiction is associated with the words like «compulsive», «relapsing», «excessive», «chronic» and «dependence».
6. Addicts continue to abuse substances just because they don't know it's harmful.
7. Addiction is considered to be a totally genetic disease.
8. One may be addicted to Internet, coffee, work, games etc.
9. Object Relations theory reduces all the humans to objects.
10. Social Workers used to be unwilling to work with addicts, because they lacked proper training.
11. Substance abuse training didn't change stereotyped attitude of the Social Workers to the alcoholics or drug-addicts.

12. Low self-efficacy inevitably leads to professional passivity.

13. Abusers are unwilling to change and likely to manipulate.

14. Substance abusers are usually insensitive to other problems.

15. Working with addicts doesn't require any specific qualities.

16. Working with substance abusers is much easier than with other vulnerable groups of people.

17. A social worker working with substance abusers normally performs only one function.

18. The 12 steps program was originally developed for Gamblers Anonymous.

III. Find in the text the words which match these explanations:

1. a feeling of a great worry or distress;

2. an act of not doing smth, especially smth that you are expected to do;

3. (of behaviour) that is difficult to stop or control;

4. that happens again and again;

5. large or important enough to have an effect;

6. greater than what seems reasonable or appropriate;

7. not allowed by the law;

8. smth you must do because you have promised, because of a law, etc.

9. the state of being addicted to smth;

10. going back into a worse state after making an improvement;

11. not wanting to do smth and refusing to do it;

12. a strong desire for smth;

13. a husband or wife;

14. to use more of something than it is necessary or useful;

15. to communicate with sb, especially while you work, play or spend time with them;

16. to make smth impossible;

17. an idea, a belief or an image you have as a result of how you see or understand smth;

18. intending to deceive people;

19. skilful at influencing sb or forcing sb to do what you want, of ten in an unfair way;

20. feelings of disapproval that people have about particular ways ofbehaviour;

21. a brother or sister;

22. causing damage or injury to sb/smth;

23. the process of becoming well again after an illness or injury.

IV. Consult the dictionary and add a negative affix to the word to make its opposite:

eg. Honest-dishonest;

Possible, willing, order, adaptive, significant, legal, regular, use, protected, adequacy, trained, patience, responsible, manageable, conscious.

V. Words in families.

Consult the dictionary and fill in the table. The first is done for you.

noun	Adjective	verb	adverb
consciousness	conscious	–	consciously
	possible		
		to injure	
fear			
	addicted		
		to assess	
	manageable		
harm			

VI. Find the word which doesn't fit into the row:

1. Sibling, spouse, relative.

2. Excessive, significant, compulsive, maladaptive.

3. Recurrent, dangerous, relapsing, reappearing.

4.   Dependence, disorder, addiction.

5.   Affect, manipulate, influence, manifestation.

6.   Dependant, unprotected, attached, addicted.

7.   Secure, legal, legitimate.

VII. Find English equivalents in the text:

Послаблення, виконувати соціальні чи професійні зобов'язання, надмірне вживання, нав'язливий, поведінкова залежність, рецидивна хвороба, поза межами вольового контролю, неконтрольоване бажання, незважаючи на шкоду, азартні ігри, звичка, ризикувати, дарма витрачати гроші, уникати, бракувати, задовольняти потреби, ставлення, законність, безпека, необхідні вміння, низька самоефективність, нечесний, горе, красти, брехати, наркоман, підозріливий, толерантність, відповідальність, оточення, одужання, нормальна психіка, позбавити від недоліків, молитва, духовне пробудження, практикувати принципи.

VIII. Translate the sentences into English:

1. Багато жінок страждають через те, що їхні чоловіки занадто захоплюються азартними іграми. 2. Незважаючи на шкоду куріння, більшість курців так ніколи і не позбав-

ляються цієї шкідливої звички. 3. Програма одужання від алкоголізму починається із того, що алкоголіки визнають, що вони безсилі перед алкоголем. 4. Наркомани потребують багато знеболювальних засобів та толерантності відносно себе. 5. Соціальний працівник як психотерапевт постійно має усвідомлювати, що його клієнт-наркоман може намагатися ним маніпулювати.

IX. Over to you

When should a person make «a fearless inventory of oneself»? Have you ever done that?

X. Writing: write an essay on the topic following the structure of an academic essay

TOPIC:

Do you agree or disagree with the following statement: «Substance abusers need to be locked in special institutions to be cured». Use specific reasons and examples to support your answer.

Test yourself. Revision (Units 9-12)

1. Palliative Care is..

   a.   an approach that improves quality of life for patients and their families facing the problems associated with life-limiting illness;

   b.   prolonging the life of dying patients.

1. Life Span is…

   a. a court decision for a convict to spend the rest of his or her life in prison;

   b. the period of time during which a human being, animal, machine, etc., may be expected to live or function under normal conditions

3. Substance Abuse is…

   a. excessive use of alcohol;

   b. the condition caused by regular excessive, compulsive drinking of alcohol and/or physical habitual dependence on drugs that results in a chronic disorder affecting physical health and/or personal or social functioning.

4. Obsession is …

   a. inability to think about anything but one thing or situation, constant coming back in thoughts to the same thing;

b. the condition caused by regular excessive, compulsive use of drugs.

5. Delusion is

a. a belief held in the face of evidence to the contrary, that is resistant to all reason, seeing (and/or hearing) things that do not exist;

b. reality.

6. Anxiety is characterized by…

a. alleged perception of an object when no object is present, occurring under hypnosis, in some mental disorders, etc.

b. worries, uneasiness, ungrounded apprehension of possible danger in future.

7. Depression is…

a. a mental disorder characterized by extreme gloom, feelings of inadequacy, and inability to concentrate;

b. inability to think about anything but one thing or situation, constant coming back in thoughts to the same thing.

8. VNA is…

a. Veteran's National Association;

b. Visiting Nurse Association.

9. VA is …

a. Visiting Association;

b. Veteran's Association.

10. Holiday Blues is…

a. feeling of depression or deep unhappiness that gets intense during holidays;

b. a music style played during holidays.

UNIT № 13

WORKING WITH CRIMINALS

I. Read and translate the texts.

Text A.

There are many reasons for criminal behavior and Social Workers deal with criminals in some of their cases. Some Social Workers' entire caseloads are made up of criminal personalities and their many problems. Criminals have problems, but they also cause many more problems for their families, friends, employers, courts, prisons and sometimes their social worker case manager. There are many social problems that also help to create criminals and their further their criminal careers. If a criminal has come from a family with criminal behavior it might be very difficult for the criminal to change his/her behavior. Criminal careers can become better or worse depending on how the criminal adjusts to supports for change that society can offer to them.

Social Workers often deal with criminals as children, before they break laws and go to prison. Problem behaviors may be seen in pre-school age, school age, teen years, and young adult years. Some of these behaviors are stealing, breaking the belongings of others, hurting animals or other children, grafitti

and vandalism, lying, not going to school, disobeying teacher or parents, indifference to punishment, taking risks with other peoples' belongings or safety, undisciplined use of alcohol or drugs, falsely accusing others, illicit sexual behavior, manipulating others to do wrong behavior, faking emotions or regrets when they are caught, needlessly hostile reactions to others, fighting, cursing, firesetting, and many other problem behaviors.

Text B._____

A Social Worker will have to be involved with a young person who does some of these problem behaviors, especially if they are repeated. In the USA a sheriff*, prosecuting attorney**, or judge may assign a Social Worker to investigate these problems before deciding how legal actions will progress. If the child is seven years old and was trying to buy and then steal cigarettes the Social Worker may only need to speak to the family of the child. If, a few months later, the child is killing cats the Social Worker may have to investigate once again, and perhaps investigate the family if the child is left unsupervised. If a twelve year old boy is molesting girls his own age or a twelve year old girl is beating her 3-year-old

sister – these are problems that must be corrected – the police and Social Worker are usually the first to intervene.

If a child grows up with frequent appearances in the police station he may be given a short stay in jail – but the Social Worker will have to find out if the jail and counselling have helped the attitudes of the child or teenager.

Social Workers also work in the jails and prisons. They have to help the criminals with their real problems as well as their criminal attitudes and behavior. In prison, where resources are few and are very controlled, the Social Worker will have to become very careful about criminals lying about their problems. A criminal will tell the Social Worker that his/her mother has died and he needs an extra phonecall or stamps and envelopes for the mail. Some criminals have reported that their mothers have died five or ten times. Criminals will try to involve Social Workers into their lives and often recruit Social Workers to help them with their criminal activities.

After release from prison, criminals usually have to report to a Probation Officer who checks on their behavior. The criminal needs other things in the community – a place to live, a job, transportation, a group of friends, a plan to change their lives to being honest and productive. Most criminals have lost their family's support. Many criminals also want drugs, illegal sex, a

gun, and power over the people around them. Because Social Workers are dealing with criminals they are often the first or second target of the criminal. A criminal may steal from the Social Worker but can also threaten, molest, assault, involve in illegal activity, blackmail, stalk, or implicate in crimes.

Working with criminals is difficult and can be dangerous – because of this, Social Workers need very good training in this specialty. Many criminals never go to prison becuase they are very careful – and intelligent enough not to be caught. These people often present themselves to Social Workers from other directions than prison. They often need counselling, have drug or sex problems, family or marital problems, lie to get extra benefits from social organizations, etc. Some criminals have a Personality Disorder, which means they are not delusional or depressed or mentally ill, but they do have serious styles of behaving in maladaptive ways that effect the people around them. The two personality disorders that Social Workers see most often in criminal cases are 1) Sociopathic Personality 2) Borderline Personality. These personalities have different ways of living, yet they can often do criminal behavior.

The Sociopathic Personality has no interest in the difference between right and wrong, no empathy for others. The sociopath cares nothing about the effects of their behavior on victims or

families – but may be very good at lying about all of these things so that they appear blameless.

The Borderline Personality is often confused, dependant on others, emotionally labile, feels victimized and betrayed by others, may threaten suicide, and is completely unreliable. They do harmful and selfish things because they feel desperate and have always gotten themselves into big problem situations that result in criminal behavior. They feel remorse about the problems they cause or people that they hurt but they just feel they had no other way to act and that others have to accept this repeated destructive behaving.

Seldom will you see a client/patient/criminal who is purely Sociopathic or purely Borderline – it is a matter of degree – different levels in different people. These people are dangerous to society for different reasons but social Workers must deal with these people as part of their caseload.

*Sheriff is the elected or sometimes appointed head of police in any county of any State in the USA (or of a parish in Louisiana – the French equivalent of a county).

**Prosecuting Attorney is the appointed or elected head of all the lawyers employed by any state that will bring an accused citizen to criminal court for trial.

(*Written by B. Bannister*)

TASKS TO UNIT 13

II. According to the text…

   I.   *Criminals create problems for…*

   a.   their families and friends;

   b.   courts and prisons;

   c.   their social worker case manager;

   d.   everything above mentioned.

   II.   *Criminal family background …*

   a.   doesn't give a child any other choice in life;

   b.   makes it difficult to change one's conduct;

   c.   forms aversion to criminal way of life.

   III.   *Problem behaviors may first be seen …*

   a.   after retirement;

   b.   in pre-school age;

   c.   after the loss of a significant person;

   d.   in school age.

   IV. *The role of a Social Worker in dealing with young people with problem behaviors is…*

   a.   to prosecute these people;

   b.   to decide how legal actions will progress;

   c.   to assign other people to deal with the problem;

   d.   to investigate these problems.

V.   What a Social Worker should do in case of a seven-year-old boy trying to buy and then steal cigarettes?

a.   Prosecute him;

b.   solve the problem with the family of the child;

c.   give him a short stay in jail.

VI.   What is the function of a Social Worker in prisons and jails?

a.   To get extra stamps for the criminals;

b.   to help the criminals to change their behavior;

c.   to help the criminals with their criminal activities.

VII. Who checks on the behavior of a criminal after he is released?

a.   A social worker;

b.   a probation officer;

c.   a sheriff;

d.   a prosecuting attorney.

VIII.   What are the relations between a social worker and a criminal?

a.   The latter can threaten and blackmail the former;

b.   the latter can implicate the former in crimes;

c.   the criminal can molest, assault and stalk the social worker;

d.   the criminal becomes the best friend of a social worker.

IX. Why do the criminals that never go to prison still need a social worker?

a. Because they need counseling;

b. they have family problems;

c. they may have a Personality Disorder;

d. everything above mentioned.

X. The Sociopathic personality…

a. feels betrayed by others;

b. has no empathy for others;

c. feels remorse about the problems that they cause to other people;

d. is very good at lying.

III. Identify the terms:

Crimes: *assault, blackmail, vandalism, graffiti, stalking*.

− the crime of demanding money from a person by threatening to tell sb else a secret about them;

− the crime of destroying or damaging smth, especially public property, deliberately and for no good reason;

− the crime of attacking smb physically;

− rude or political drawings or writings in public places;

− the crime of following and watching smb over a long period of time in a way that is annoying or frightening.

- Problem behaviors: *lying, disobeying, manipulating others, illicit sexual behavior, faking, fighting;*
- saying smth that you know is not true;
- controlling or influencing sb often in a dishonest way so that they do not realize it;
- behavior that is not approved by the normal rules of the society or not allowed by the law;
- refusing to do what other person, law, order etc. tells you to do;
- struggling physically with sb;
- pretending to have a particular feeling.

IV. Rank the following offences from minor to most serious:

Stealing, breaking the belongings of others, hurting animals or children, graffiti and vandalism, lying, not going to school, disobeying teacher or parents, indifference to punishment, taking risks with other peoples' belongings or safety, undisciplined use of alcohol or drugs, falsely accusing others, illicit sexual behavior, manipulating others to do wrong behavior, faking emotions or regrets when they are caught, needlessly hostile reactions to others, fighting, cursing,

firesetting, threatening, molesting, assault, involving in criminal activity, blackmail, stalk, implicating in illegal activities.

V. Find English equivalents in the text:

Робоче навантаження, суди, пристосовуватися, порушувати закони, дошкільний вік, красти, неправдиво звинувачувати, ворожі реакції, вдавати емоції чи жаль, лаятися, прокурор у суді, призначити соціального працівника, мати справу зі злочинцями, погрожувати, чіпля-тися, вплутувати в нелегальну діяльність, шантажувати, поводитися, відчувати себе жертвою, зраджений, егоїстичний, бути у відчаї, каятися, наркотики.

VI. Translate into English:

1. Багатьом злочинцям потрібні наркотики, рушниця, протизаконний секс і влада над іншими людьми. 2. Соціопати не знають різниці між добром і злом і їм начхати на те, до яких наслідків призведе їх поведінка. 3. Людина, що страждає через кризу особистості, є емоційно нестабільною і може погрожувати самогубством. 4. Злочинець може погрожувати соціальному працівникові, намагатися залучити його до злочинної діяльності,

переслідувати і навіть нападати на нього. 5. Соціальні працівники працють також у тюрмах короткострокового і довгострокового ув'язнення.

VII. Writing: Writean essay on the following topic. Do non forget about the structure of an academic essay.

TOPIC: *It is better for children to grow up in the countryside than in a big city. Do you agree or disagree? Use specific reasons and examples to prove your point of view.*

UNIT № 14

WORKING WITH DOMESTIC VIOLENCE IN FAMILIES

I. Read and translate the texts.

Text A.

Violence is a learned behavior that is passed along in families and communities from generation to generation. Social workers and other professionals have investigated and learned about violence. Its viciousness manifests not only in the violence portrayed in the media, but also at the national and international levels, where groups and targeted categories of people endure chronic harms, injustices and hardships. There are many studies that suggest that violent criminals have often been subjected to violence in their families. Many sexual abusers of children report having been sexually abused themselves as children. In the USA police officers will tell you that an officer is more likely to be attacked during a response to domestic violence than many other crimes. This is because the family is emotional, some of the family may not believe that it is right for police to interfere; sometimes the family members are drunk or using drugs. Families quarrel about money, discipline of children, infidelity, teenagers' rebellious behavior

among many other things. In the USA these problems have been compounded with disrespect of tradition and authority, access to money, cars, drugs, guns and birth control. New ideas on the rights of children, youths and women have frustrated parents and particularly fathers. In the many single-parent homes the mother is often overstressed and unable to maintain authority in the family. Preteens and Teenagers read books on «How to ... «with topics including 'frustrate your parents', 'lying', 'getting to do what you want to do even if it breaks rules'. In addition to this, children have poor nutrition, get too many stimulants and chemicals in their food, and attend large and overcrowded schools with too many students for each teacher. The televison, music, clothing and culture for young people has continuous overtones of hostility, drugs, materialism, violence, impulse buying of whatever you can get or steal, feelings of having been abused or disrespected even if they have not been abused, feelings of being entitled to everything that everyone else has even if they are not entitled. Generally they are told to remain immature, selfish, stupid, lazy, hostile, and even criminal – all this from Rap, Heavy Metal and other destructive cultures in the USA. Many churches and concerned citizens have tried to control some of

this negative culture but it took years to pass simple laws on movie ratings or bans on music that glorifies killing police.

When children are the victims in domestic violence they may be removed from the family and home. This removal may be temporary or permanent depending on the decision of the judicial court. Many of these children go to foster care – living with a foster family. Other children may be put up for adoption. Social Workers have many jobs in the process of taking children, providing therapy and placing children into a foster or adoptive home.

Text B.

Here is some information about foster homes. Current research indicates that more than 500,000 children in the foster care system will be looking for «forever families», either through a reunion with their birth parents or adoption by a foster parent or relative. One new study finds that a major reason so many children have not found homes is that the vast majority of prospective parents feel encumbered by a system they perceive as too frustrating, bureaucratic, and unfriendly. This study is considered to be the largest one ever undertaken of attrition rates among prospective adoptive parents of children from foster care. It found that 78 percent of the adults

who called an agency for more information about adopting a child from foster care will not fill out an application or attend an orientation meeting, and just 6 percent of those who call for more information will actually complete the adoption home study, which is required for all prospective parents. Further, many of those who do complete a home study end up leaving the child welfare agency without ever adopting. In 2000 and 2001, approximately 127,000 children were adopted annually in the United States. Adoptions from public agencies, which find homes for children in foster care, account for 40 % of all adoptions. This study concludes that the first telephone call is a key. Many callers making their first inquiry about adoption have been through a painful journey that may include illness, infertility, degrading medical procedures, or unbearable loss. These prospective parents often have alienating or unhelpful initial contact with a childrens social agency. These callers say they cannot reach the right person when they call or discover that the worker they talk to has poor knowledge about the process or that the worker is insensitive to their emotional needs. There is some emphasis by the workers to find out if the caller is an unsuitable applicant rather than finding out if the caller would be a good parent, especially at the start of the process. The result is that many adults who truly want to adopt

do not receive enough information or support, but get scared or become exasperated and give up. The attrition rate of prospective parents rises sharply in the process from initial call to adoption. The research indicates that states receive about 240,000 inquiries per year regarding the adoption of a child from foster care, but only a small fraction who call for information eventually adopt such a child. Adopting a child who has been placed in foster care because of abuse or neglect is challenging, but the majority of parents who completed the adoption training process reported being pleased. The implication for social work practice is that professional social workers must make their operations more «consumer friendly». If prospective parents feel discouraged by an uninformed or unresponsive worker, the social work administrator may consider changes in staff – this person could be a BSW or MSW worker. While the costs of staffing intake calls at this level may be more than that for a non-social worker, the agency will have to weigh these costs in light of their foster care and adoption goals and other agency resources and commitments.

Text C.

With 500,000 American children and youth in foster care many of them will spend months, or even years, in foster care.

Whether their time in care is long or short, each of these vulnerable children needs a safe, caring foster family home to ensure their well-being and positive development. The number of children is very high compared to the number of available resource families. In one study over 14 months, 22 public child welfare agencies implemented and tested more than 400 small-scale changes to determine what worked in recruitment and retention of families. There were 8 key changes that helped a great deal:

1) culturally sensitive recruitment*;

2) partnerships with faith-based organizations**;

3) educating and engaging the community;

4) recruitment of homes for youth and siblings;

5) support and responsiveness of the child welfare agency;

6) role clarity for and inclusion of resource families;

7) relationships between resource families and birth families;

8) hearing the voices of children and youth, resource families, and birth families.

If children are placed with parents of a different race, ethnicity, or culture, such parents should receive diversity training. Foster care and adoption agencies should and often must be administered and staffed by professionally educated

social workers. I know one Social Worker in the USA who could not have children with his wife so they decided to adopt three children. The couple researched children of different cultures and decided they wanted all three children from the same family – brothers and sisters. After three years of searching they decided on two children, Korean sisters 4 and 2 years old whose parents were killed in a carwreck. The Social Worker told me that he and his wife only had to learn one new culture and one family history and that the girls got to stay together and that they only had to visit one nation to let the children meet distant relatives. He told me that the paperwork was much better and it was done all at one time. I recently heard that Ukraine is increasing the laws and paperwork necessary to adopt children here as a response to some reported problems with adoptive parents and possibly to meet human rights requirements of the EU.

*Finding and hiring families who are able to deal with children of different cultures, race, religion, ethnicity.

**Faith-based organizations are usually non-profit and have religious beliefs and a serious desire to help others without demanding a lot of money or other payments.

(*Written by B. Bannister*)

TASKS TO UNIT 14

II. Decide whether the following statements are true or false:

1. Violence is a social problem that is being hidden from the public eye.

2. There is a suggestion that people who suffered from violence in their families are most likely to become violent criminals.

3. Family members don't like anyone interfering in domestic violence because they disrespect police authority.

4. Fathers are particularly frustrated by new ideas on the rights of children and women.

5. Books are the main reason of teenagers' aggression.

6. Such music styles as Jazz and Blues bear the message for the teenagers to remain immature, selfish, lazy and hostile.

7. The laws to reduce negative culture have not been passed yet.

8. The children that are subject to domestic violence are often put up for adoption.

9. Social workers are mostly involved in finding a foster family for a child.

10. According to the current research the reason why most children don't find a foster family is bureaucratic system of adoption.

III. What is the meaning of the italicized phrases?

1. Violence is a learned behaviour that is *passed along* in families…

   a) inherited;

   b) adopted.

2. Its *viciousness* manifests not only in the violence portrayed in the media…

   a) being violent and cruel;

   b) being depraved and immoral.

3. … targeted categories of people *endure* chronic harms, injustices and hardships.

   a) to experience and deal with something that is painful or unpleasant, especially without complaining;

   b) to continue to exist for a long time.

4. In the USA these problems have been *compounded* with disrespect of tradition and authority…

   a) made worse by causing further harm;

b) mixed with sth together.

5. New ideas on the rights of children, youths and women have *frustrated* parents and particularly fathers.

a) made them feel annoyed or impatient because they cannot do or achieve what they want;

b) prevented them from doing something.

6. *Preteens* and Teenagers read books on the «How to . . »

a) children of 10-12 years old;

b) children under 10 years old.

7. The television, music, clothing and culture for young people have continuous *overtones* of hostility, drugs…

a) attitudes or emotions that are suggested and not expressed in a direct way;

b) additional tones in music that are higher and give a particular hue to the main tone.

8. Many churches and *concerned* citizens have tried to control some of this negative culture…

a) interested in smth;

b) worried and feeling concern about smth.

9. The vast majority of prospective parents *feel encumbered* by a system they perceive as too frustrating, bureaucratic, and unfriendly.

a) they feel that the system is made difficult for them to adopt a child;

b) they feel large and heavy and difficult for smd to move.

10. This study is considered to be the largest one ever undertaken of *attrition rates* among prospective adoptive parents of children from foster care.

a) the process of reducing the number of people who want to adopt a child;

b) the process of reducing the number of people who are employed by adoptive organization.

11. Many callers making their first inquiry about adoption have been through a painful journey that may include illness, infertility, *degrading* medical procedures…

a) treating smb as if they have no value, so they lose their self-respect;

b) degenerating.

12. The *implications* for social work practice is that professional social workers must make their operations more «consumer friendly.»

a) possible effects or results of actions or decisions;

b) something that is suggested or indirectly stated.

13. …and other agency resources and *commitments*.

a) promises to do smth;

b) willingness to work hard and give your energy and time to a job or activity.

14. In one study over 14 months, 22 public child welfare agencies implemented and tested more than 400 small-scale changes to determine what worked in recruitment and *retention* of families.

a) the action of keeping something rather than losing it;

b) the ability to remember things.

15. …but it took years *to pass* simple laws on movie ratings or bans on music that glorifies killing police.

a) to accept by voting;

b) to be allowed.

IV. Find the English equivalents in the text:

Набута поведінка, насильство, несправедливість, труднощі, бути жертвою насильства, втручатися, подружня невірність, бунтарська поведінка підлітків, неповага до традицій, розчарувати, втримати авторитет, порушувати правила, до того ж, переповнені школи, погане харчування, підтекст, ворожість, красти, жорстоко поводитися (особливо з дітьми), мати повноваження, егоїстичний, прийняти прості закони, незрілий, заборона, тимчасовий, прийомна сім'я, всиновлення, головна причина, коефіцієнт скорочення кількості,

потенційні батьки, приблизно, безплідність, принизливі медичні процедури, нестерпна втрата, непідходящий кандидат, отримувати достатньо інформації, злякатися, кинути спроби, вимоги щодо прав людини.

V. Translate the following sentences into English:

1. У той час, як витрати на оплату праці бакалавра чи магістра соціальної роботи, задіяних на прийомі дзвінків, можуть бути вищими, ніж на оплату праці інших працівників, агенції доведеться переглянути ці витрати у світлі їхніх цілей зі всиновлення, опікунства, інших ресурсів та обіцянок агенції. 2. У багатьох неповних сім'ях матерям дуже важко, і вони нездатні підтримувати свій авторитет. 3. Багато церков та занепокоєних громадян намагалися контролювати прояви негативної культури, але пройшли роки, перш ніж були прийняті прості закони про цензуру кіно чи заборону музики, що прославляє вбивство людей. 4. Соціальні працівники задіяні в процесах надання терапії та передачі дітей в опікунську чи прийомну сім'ю.

VI. Writing: write an essay on the topic following the structure of an academic essay.

TOPIC: *Do you agree or disagree with the following statement? Parents are the best teachers. Use specific reasons and examples to support your answer.*

UNIT № 15

WORKING WITH VICTIMS AND PTSD

I. Read and translate the texts.

Text A._____

Social Workers help the victims of crime, war, and natural disasters. In 1997 NASW signed a five-year agreement with the American Red Cross to deliver mental health services to the victims of disaster, rescue workers, military personnel and their families, and refugees. This agreement, otherwise referred to as a partnership, has proved to be highly successful and productive. Social workers make up 40 percent of these therapists, psychologists 22 percent, nurses 14 percent, counselors 18 percent, marriage and family therapists 5 percent, and physicians and psychiatrists 1 percent of the trained American Red Cross disaster mental health volunteers (American Red Cross, 2000). With the increase in natural disasters such as hurricanes, floods, tornadoes, fires, etc. the need for volunteers continues to grow. Added to this growth is the expansion of disasters to include terrorist events, for example: school shootings, bombings, and biochemical threats – that is, anthrax. Finally, the American Red Cross has been designated as the agency

responsible to address mental health needs and services for the families of airplane crash victims.

The NASW – American Red Cross Disaster Mental Health Partnership has been successful because of the social workers who on a chapter, state, county, and community bases have come forward to be trained by the American Red Cross to provide disaster mental health services.

Victims of crimes include survivors of carwrecks with drunk drivers, individuals suffering from physical, psychological, and sexual assaults – which may be repeated. Victims of product and service related traumas including poisonings, wrong-limb amputations, needless surgeries, severe infections caused by hospital personnel, unintentional injuries and injuries of neglect by professionals, family members or others, to name just a few. Psychological trauma may come in the form of being victim of theft, robbery, fraud, or police brutality. Victims may have suffered wrongful imprisonment or workplace discrimination based on race, color, religion, age, or sex. There are many victims of high-risk workplace dangers in mines, on highpower electric lines, working with dangerous chemicals, near exhaust fumes, etc.

Text B._____

People who have suffered a trauma are considered victims and they may have developed «Post-Traumatic Stress Disorder». This is a medical and a Mental Health diagnosis. PTSD is a debilitating condition that often follows a terrifying physical or emotional event causing the person who survived the event to have persistent, frightening thoughts and memories, or flashbacks, of the ordeal. Persons with PTSD often feel chronically, emotionally numb. Youths with PTSD have experienced a traumatic event and often have nightmares about the traumatic event or flashbacks in which they feel like the event is happening to them again. They tend to avoid anything that reminds them of the traumatic event and may not remember important parts of what happened. They may feel detached from themselves or others and experience a limited range of emotions. These victims usually have hypervigilance, are always anxious that they will be victim again and they re-experience the traumatic events while being unaware of or unresponsive to current events, or, in other words, a «flashback». A victim may experience sleeping problems, nightmares, intrusive thoughts, have difficulty concentrating, self-destructive behavior, or hyper-activity. Therapy is crucial in managing PTSD.

PTSD is seen in veterans of battle, childhood survivors of family violence and sexual batteries. Most often, PTSD occurs after a serious threat to one's life or the life of a loved one, or following a sudden and traumatic loss, such as loss of one's home. PTSD has been caused by such varied stressors as violent assault, rape, military combat, tornadoes, earthquakes, airplane crashes, torture, fires, kidnapping, severe car accidents or a sudden life-threatening illness.

Text C._____

Social Workers do psychotherapy with these people in order to help them deal in a rational way with whatever their personal losses were, accept themselves as victims of a situation that was beyond their control, and to realize that they are no longer in this situation and can now progress from their unrealistic fears, anxieties, and phobias that resulted from the past trauma.

The daily schedule of many typical Social Workers who work as therapists and case managers in a Mental Health setting is as follows:

8:00 Enter the clinic – go to main office – get mail and coffee – say hello – pick up message notes.

8:15 Check calendar for group or individual therapy sessions – check answer machine – get ready for staffing of multidisciplinary team to discuss plan of treatment for patients of that team.

8:30 Do therapy for 20-90 minutes.

9:30 Participate in staffing* for 30-90 minutes.

11:00 Therapy Session.

12:00 Lunch.

1:00 Call several agencies for referral of various patients.

1:30 Therapy Session.

2:30 Chart and Write Progress or Therapy Notes in Patient Chart.

3:30 Meet with a Family and finish writing a social history** of a patient.

4:00 Check the progress by telephone of some patients who have already been discharged from their clinic.

4:30 Work on a project for Doctor or Administration.

5:00 Go Home – Stay for meetings in the evening if families cannot come in the daytime.

(Extra hours can be taken off from the daytime as arranged with Supervisor)

Once per week or month – other meetings with schools, employers, referral agencies or patients in Medical Hospital

who may need Mental Health therapy or admission. Fill out logs of contacts and therapies, leave notes or speak with other professionals as needed.

   *Staffing is a meeting of all staff of each discipline of health care to discuss the best ways a patient can be helped. The doctor, nurse, social worker, psychologist, counselor, group therapist, art therapist, music therapist, activity therapist and others may attend to revise a treatment plan for a patient.

   **Social History is a written document that the Social Worker writes to provide a complete and meaningful history of all important social interactions of a patient. The history includes developmental events and milestones such as when a person began to walk or talk, if the mother used drugs during pregnancy with the patient, if the patient was abused as a child, was the patient able to play normally with other children. This history is written throught to the present illness and may include mention of military service, education, work history, marriages, children, the quality of family or work relationships. This history would also include family or community supports to the patient as well as the patient's past maladaptive or constructive behavior patterns.

(*Written by B. Bannister*)

TASKS TO UNIT 15

II. Correct the following false statements. Be careful: one is correct.

1. NASW signed a three-year agreement with the American Red Cross to deliver physical health services to the victims of disasters, refugees and others.

2. American Red Cross disaster mental health volunteers mainly consists of psychiatrists.

3. American Red Cross mostly works with the victims of natural disasters.

4. Social workers can help the victims of race, color, religion, age and sex discrimination.

5. PTSD is a condition of the person who thinks he or she is permanently sick.

6. The victims of PTSD are eager to re-experience the traumatic event in order not to be afraid of it.

7. PTSD often occurs after a visit to the dentist.

8. Social workers help the victims of PTSD by providing financial support.

III. Classify the following phenomena according to their source (human or nature):

Hurricane, flood, tornado, fire, school shooting, bombing, biochemical threat, airplane crash, carwreck, physical assault, psychological assault, sexual assault, poisoning, wrong-limb amputation, needless surgery, severe infection caused by hospital personnel, unintentional injury, injury of neglect by professionals, theft, robbery, fraud, police brutality, wrongful imprisonment, workplace discrimination, sexual battery, family violence, violent assault, rape, military combat, earthquake, torture, kidnapping, severe car accident, life-threatening illness.

IV. Define the terms:

Crimes: kidnapping, theft, robbery, rape, torture, police brutality.

a)   the crime of stealing smth from a person or place;

b)   the crime of forcing smb to have sex especially using violence;

c)   the act of causing smb severe pain in order to punish them;

d)   taking smb away illegally and keeping them as a prisoner, especially in order to get money for returning them;

e) the crime of stealing money or goods from a bank, shop, person etc., especially using threats;

f) cruelty, shown by the police workers while doing their work.

Natural disasters: hurricane, flood, tornado, fire, earthquake.

a) a large amount of water covering an area that is usually dry;

b) a sudden violent shaking of the earth's surface;

c) the flames that are out of control and destroy buildings, trees, etc.

d) a violent storm with very strong winds;

e) a violent storm with very strong winds which move in a circle.

V. Find English equivalents for the following phrases:

Стихійні лиха, біженці, успішний, терапевт, психіатр, повінь, землетрус, добровольці, зростання, сибірка, жертви авіакатастрофи, жертви злочинів, отруєння, відділ організації, непотрібні хірургічні операції, несправедливе ув'язнення, дискримінація за кольором шкіри, шахти, вихлопні гази, автоаварія, пошкодження через недбалість спеціалістів, пограбування, шахрайство, пост травма-

тичний стресовий розлад, ослаблений стан, жахлива подія, згадки, важке випробування, кошмари, нагадувати, нав'яз-ливі думки, самодеструктивна поведінка, щоденний графік, час (відведений) на лікування, автовідповідач, викрадення, займатися психотерапією, раз на місяць, журнал реєстрації.

VI. Translate into English:

1. До жертв злочинів також належать ті, хто потрапив у автоаварії з п'яним водієм та жертви фізичних, психоло-гічних та сексуальних нападів. 2. Немало також жертв отруєнь, непотрібних хірургічних втручань, небезпечних інфекцій, занесенех персоналом лікарні тощо 3. Психо-логічна травма може також виникнути внаслідок жорсто-кості з боку міліції, шахрайства або крадіжки. 4. Соціальні працівники займаються психотерапією з метою допомогти їм подолати страхи, тривоги та фобії, що виникли в результаті травми. 5. Потреба в соціальних працівниках продовжує зростати, оскільки зростає кількість природних катастроф, таких як урагани, повені, пожежі тощо.

VIII. Over to you:

1. Have you ever heard of any of the situations causing PTSD that occurred to real people? 2. What are some important

qualities of a good supervisor (boss)? Use specific details and examples to explain why these qualities are important.

IV. Writing: write an essay on the topic following the structure of an essay

TOPIC: *Do you agree or disagree with the statement*: «*The best way to help a PTSD victim is to make him/her face the situation. Use specific examples to justify your point.*"

UNIT № 16

WORKING WITH PEOPLE OF
OTHER CULTURES IN AMERICA

I. Read and translate the texts.

Text A.

America is predominantly a nation of immigrants. In recent years the diversity and number of immigrants has increased. The first immigrants were English, French, Dutch, German, Irish then Italian, Chinese and Jewish. Of course there are many Polish, Austrian, Spanish, Portugese, Belgian, Hungarian, Czech, Swedish, Norwegian, Finnish and other European immigrants. After World War II the USA got a new set of immigrants from Germany, Japan, Italy and then refugees from Eastern Europe. After the war with Vietnam many thousands of Vietnamese immigrated as well. The USA had a large immigration of Puerto Ricans in the 50-s and 60-s and it continues today from Puerto Rico. Most recently we have had very large numbers of legal and illegal Mexican immigrants – estimates as high as 20 million since 1970. The USA has been receiving many immigrants from Asia, particularly China and India, but also Koreaand the Phillipines. These successive waves of immigration combined with

freedom, mobility, and economic opportunity have made the USA more and more international and transcultural. These waves of immigration always have stressors however, for both the American citizens and the immigrant groups. These adjustments are more and more assisted by Social Workers.

In California, Washington and Oregon many Asians have gathered in ethnic neighborhoods, usually in cities that need workers, in areas already established by Asians. In Los Angeles it is no longer an oddity to go to Chinatown – there are many Chinese areas. There are Korean, Indian, Pakistani, Japanese, Vietnamese, Thai, Cambodian, and Philipino neighborhoods. Each neighborhood has a mix of ethnic and western customs, lots of good restaurants, stores that sell goods from their nation of origin, one or more English school meeting places, and professional offices of some immigrant or child of an immigrant from the nation of origin. This means that you can see a lawyer or doctor or accountant or veterinarian that speaks your language and English. There are almost always social workers in these areas – people who speak both languages and have a Social Work degree to help these people deal with all the problems that anyone faces in a new transcultural community.

Text B.

Mexicans are the largest single group immigrating to the USA. The reasons for this include a 600 mile long border with Mexico and two shared coastlines as well as Mexico's very depressed economy. Because of these, thousands of Mexican come to the USA every day – legally or illegally. Mexicans are particularly numerous in the westcoast, desert southwest, Gulf of Mexico states, Florida, and major cities like Chicago and Kansas City. This means California, Texas, New Mexico, and Arizona are flooded by Mexicans – but Colorado, Oklahoma, and Florida are also flooded. Like all ethnic minorities they must stay close together with others from their nation because of needs to help one another and not be victimized by other groups.

Cubans were once concentrated in Miami but now most of Florida, and are considered the group of highest social status of the many Caribbean groups now flooding Florida. The Cubans are composed of people seeking economic opportunity and political dissidents – so they are very politically active and extremely anti-Castro in their beliefs. Orlando, Florida is the second largest concentration of Puerto Rican immigrants, considered second in level of status of culture and education by these groups. The USA, particularly Florida, has received huge

numbers of other Caribbeans and South Americans from Dominican Republic, Haiti, El Salvador, Guatemala, Venezuela, Colombia, Brazil, Argentina, Chile, Bahamas, and Panama. The people of Florida jokingly refer to Miami as the capital of the Caribbean or even of South America because so much business and immigration happens there for these nations. Russians, Ukrainians and Eastern Europeans have diasporas in New York, Chicago and several Canadian cities but they are going to many other cities throughout America.

Text C.

To explain the problems that Social Workers face in the USA I will tell you a few short stories. The first is about a young Vietnamese man, 27 years old, married with 2 children, living in an extended family with parents, brothers, sisters, spouses and children in two or three nearby houses in a Midwestern town. In Vietnam this family was somewhat aristocratic and the young man was the oldest son in the family – so he was expected to become a leader of this family here in America. The younger people of the family paid little attention to this man when he tried to get them to obey traditions and his demands about ways to maintain a good Vietnamese family life. One sister took a job as a cocktail waitress where there

were strippers, but she argued that she made good money. One brother was gambling, another was spending money for marijuana. The parents wanted the oldest son to assert himself but his wife and children resented his attempts to control them. They «got attitude»* and reminded him «this is America» and his advice was old-fashioned and useless. The young man became depressed and had several admissions to the psychiatric ward after he had threatened to beat one family member. This young man needed therapy but he got a social worker who could not speak Vietnamese or French – the second language of most Vietnamese, so the therapy took much longer and the young man faced a lot of unneccessary pain because he was invested in preserving heritage while everyone else was doing anything to assimilate – even if they made mistakes.

Another story involves a young man admitted with depression, a graduate engineering student from Tehran, Iran who could not understand why I did not have the courtesy to give him my chess computer after he had played several chess games with me. I explained that the computer was a gift from my mother and that I was going to keep it. The student from Tehran asked other times if the computer would be a gift to him. WhenI refused and told his friends it was not a custom to

make gifts in this way he became withdrawn and upset with me – and the therapy through his depression and culture shock took somewhat longer.

Another young man from Haiti was sentenced to 2 years in prison after beating his wife – he said «I hardly touched her; I admitted I hit her so here I am – this is not something you will go to prison for in Haiti, especially for her cursing me in front of other people».

Another story involves doing marital therapy with a Jewish man and his Phillipino wife. Both people felt that their partner wasn't trying to accept them but were trying to change the other – part of the problem was cultural differences in understanding.

A Korean woman who spoke little English had to come to the psychiatric hospital three times with culture shock and problems with her American husband – she had become depressed and obsessed with her old customs and religion. If there had been a good Korean speaking social worker available to this women she may never have been admitted to the hospital and could have been given some medicine and outpatient therapy as well as some transcultural marital therapy with one Korean speaking therapist and one English speaking therapist.

*This expression started in the 80s, «got attitude» came from the longer description of someone getting a bad attitude, usually expressing hostility, indifference, and or disrespecting («dissing») whoever they «got attitude» about. This is especially used when it involves young people and particularly involving racial or authority issues between people. I have even heard it shortened to «got tude» or stating someone should «lose the tude» (get rid of their hostile attitude).

(*Written by B. Bannister*)

TASKS TO UNIT 16

II. Say whether these statements are true or false:

1. Recently the number of immigrants has been reduced.
2. The first immigrants were from England and France.
3. The immigrants are searching for economic opportunities.
4. The function of a social Worker is to cut the number of immigrants.
5. All the newcomers try to preserve their ethnic traditions and do not assimilate with Americans.

6. There is a big need in specialists of different kinds who speak both English and the language of the nation of his origin.

7. Chinese constitute the largest ethnic group of immigrants.

8. The Cuban immigrants are politically active and do not support Castro.

9. Florida gave shelter to lots of Southern Americans.

10. Russians and Ukrainians do not have any cultural centers in the USA.

11. Immigrants are constantly changing their way of life according to American standards.

12. Immigrants often experience a culture shock after coming to America.

III. Answer the following questions:

1. What are in your opinion the most common problems that the immigrants to the USA have to face?

2. What can a Social Worker do to help to solve these problems?

3. If you immigrated to the USA would you prefer to preserve your national traditions or assimilate? Why?

4. Why do so many Mexicans immigrate to the USA?

5. What is special about Cuban immigrants?

IV. Match the name of the country with the corresponding adjective:

Austrian	Ukraine
Polish	Norway
Rusian	Pakistan
Italian	Belgium
German,	Portugal
Irish	Spain
Dutch	Austria
French	Israel
Spanish	Finland
Portuguese	Poland
Argentinean	Czechia
Belgian	Republic of Cuba
Hungarian	Netherlands
Czech	Chile
Swedish	France
Norwegian	Sweden
Ukrainian	Argentina
Finnish	Hungary
Puerto Rican	Ireland
Chinese	Brazil

Salvadorian	Russia
Brazilian	Bahamas
Korean	Colombia
Indian	Guatemala
Pakistani	Venezuela
Japanese	Cambodia
Jewish	El Salvador
Guatemalan	Panama
Chilean	Haiti
Bahamian	Dominican Republic
Thai	Mexico
Cambodian	Thailand
Philipino	Phillipines
Mexican	India
Venezuelan	China
Cuban	Korea
Canadian	Puerto Rico
Dominican	Viet Nam
Haitian	Italy
Colombian	Japan
Panamanian	Germany
Vietnamese	Canada

V. Match the words with their synonyms:

1.	To increase	a.	Overcrowded
2.	2. Refugee	b.	To enlarge
3.	Adjustment	c.	Immigrant
4.	To assist	d.	To preserve
5.	Oddity	e.	Eccentricity
6.	Major	f.	Disappointed
7.	Flooded	g.	Inheritance
8.	To be composed of	h.	Regulation
9.	To maintain	i.	Therapy
10.	To resent	j.	To consist of
11.	Heritage	k.	To help
12.	Gift	l.	Main
13.	Upset	m.	Present
14.	Treatment	n.	To be indignant

VI. Find English equivalents in the text:

В основному, збільшитися, приймати іммігрантів, свобода, економічні можливості, встановлені, етнічні традиції, адвокат, включати, політичні дисиденти, дотримуватись традицій, вимоги, грати в азартні ігри, госпіталізація до психіатричного відділу лікарні, погрожувати, відмовитися, в'язниця, сварити, амбулаторне лікування, терапевт.

VII. Writing: Write an essay on the following topic, following the structure of an essay.

   TOPIC: *We all work or will work in our jobs with many different kinds of people. In your opinion, what are some important characteristics of a co-worker (someone you work closely with)? Use reasons and specific examples to explain why these characteristics are important.*

UNIT № 17

FUTURE NEEDS OF SOCIETY

I. Read and translate the texts.

Text A.

There have been many changes over the last fifty years, especially in the West. There is a high probability that change will continue and even accelerate. Science has many technologies that are not even used yet. Society and especially investors will decide which technologies will be produced for mass use by the nations. Deciding which technologies will be used can be difficult and involves great risk. When videotape became popular in the late 70's and early 80's major electronics invested millions of dollars in producing tape, recorders, players, and getting movies and educational programs onto their format. There were many different formats, which was essentially what size of tape, how wide it should be.This small difference, whether the tape should be 1 cm or 2 cm or 4-6 cm for professional cameras decided whose products would sell for billions of dollars. Eventually, as in the Cola wars, formats of certain sizes began to fail. The consumers and investors did not want to have three different recorders or players for each of the tape sizes being sold. As discount sales began to cause mass

sales to support mass production – and companies went into huge debt to see if they could dominate these sales – only two formats were left. These two format sizes were VHS and Betamax (which shortened quickly to Beta). VHS tapes were wider, about 2 cm, and the plastic cassetes were larger, about 10 x 20 cm. Betas tape was about 1 cm, and the cassettes were smaller, about 6 x 10 cm. Many people reasoned that VHS might be better because its larger size could hold more information for a better picture. Other people believed that Sony (Betas) must have great technology as they always had and a better picture as well as easier to carry and store the smaller cassettes. Sony continued to produce and sell Betas even though every other major electronics firm went with VHS. In the end Sony lost a lot of money, and people with Beta tapes had trouble finding sellers of Beta movies and Beta recorders.

Most technologies are marketed in the same way as videotapes – but when DVD or another superior technology makes it worth the change the old technologies die. Social Workers can expect similar changes in their work. We have a society with many changes underway that we already know about – but there will be other changes we did not expect.

Change itself is a stressor to all of society which means Social Workerswill be needed more and more.

Text B.

Some of the changes we already know about include:

Aging of Society. The average life span is increasing and older people have many problems as they age.

Population Changes. Many countries have less infant mortality but they also have a lower birth rate so birth control, abortions, fertility clinics, adoption agencies, and family counseling will all increase.

Ecological Stressors. As the Earth has changes in weather patterns people will fall victim to drought, floods, and ecological changes which means refugees, immigration, and lifestyle change as stressors.

Family Changes. As families become smaller people will feel less connected and less belongingness in their lives, these feelings are already a big problem in a mobile and frenetic culture.

Sexual Changes. People have begun major movements to freer sexual identity and behavior, the number of marriages per 100 persons are down for many groups, homo- and bisexual lifestyles are on the increase.

Transcultural Stress. With mobility and immigration come stresses involving languages, customs and beliefs.

Womens' Rights. With birth control and more vocational opportunity woman are entering a new culture and changing values.

Free Time. As people live longer and work in lower risk environments for fewer hours they have free time and resulting problems of boredom and need for interesting recreation.

Existential Meaning. As people realize religion's inability to answer all the new questions they will face an existential crisis of gaining meaning for their life. There will be improvements in technology, many of these improvements will help social workers to do more and better things with their clients. Computers are quickly being adapted to assist in all forms of work. Computers can be used to generate documents quickly, store documents, send documents by internet, provide an electronic file (as opposed to a paper file), assist in finding trends, assignment of work hours and work load, etc.

Text C.

Computers having voice and picture displays that work with a counselling or educational program will make it easy to help clients learn and adapt without so much redundant contact with

the Social Worker. Computers are also used by the whole organization to make schedules, enhance communications, offer in-service professional education* needed for license and certification updates for Social Workers, track radio or telephone devices worn by children, elderly, criminals, addicts, and on-call professionals. Computers are already used to provide warnings to pharmacists and physicians in treatment of patients, analyze EEG and EKG data as well as psychological testing.

There are already telephone hotlines but there will be more as well as internet-based emergency programs, appointment scheduling, counselling and educational services. Schools already offer classwork and grades for young children and Universities provide «distance learning» by internet, fax and telephone for people in other countries or people who don't want to travel daily to the «bricks and mortar» campus. This lets crippled and homebound people become educated and do work from their bed or chair. Television observation is already in use for security purposes, it is now used with patients at home, and there will be much more use of long distance television work – I recently saw live courtroom testimony done by satellite and internet. Radio based observation and GPS (global positioning satellite) can track criminals wearing a

transponder bracelet, a wandering demented patient, a lost child, or vehicle. Training of family or friends in home health procedures can be done by telephone and internet.

As energy sources and systems change from fossil and toxic to renewable and ecosafe there will be major lifestyle changes. As food production, transportation, security, recreation, education, health, military fields all change so will the services needed from Social Workers. As the world shifts to a «New World Order» it is hoped in the USA that there will be no world wars – this would allow us to use technology and resources to defeat disease, increase the quality of life, and increase the degree of freedom for every person. Social Workers are the people who will help us to be well and to change our lives.

*In-service education is the expression used for the training that a work staff receives while in the work place. These programs usually inform staff of new technologies, new work-related laws, new work policies or changes in the organizations functions or new machinery or supplies.

(*Written by B. Bannister*)

TASKS TO UNIT 17

II. Say whether these statements are true or false. Prove your answer using citations from the text:

1. Although there have been lots of changes over the last 50 years it is highly possible that these changes will get slower.

2. It is very difficult and risky to decide which technologies should be developed.

3. You could always find goods produced using various technologies at the market.

4. People thought VHS cassettes are better because they were larger and could take more information.

5. Old technologies are more reliable and preferable to buy than new ones.

6. The society constantly changes and this gives work to Social Workers.

7. Progress in technology helps Social Workers improve the quality of their work.

8. There is no chance for crippled to get education.

9. Now it is already possible to track criminals by the ultrasounds they emit.

10. Social Workers' functions never change despite the changes everywhere.

III. Think about the roles Social Workers can do in the following spheres mentioned in the text and fill in the table:

Society	Population Changes	Ecological Stressors	Family Changes	Sexual Changes	Transcultural Stress	Women's Rights	Free Time

IV. Match the words with their synonyms:

1.	To generate	a.	To improve
2.	To store	b.	Rest
3.	Redundant	c.	Violent
4.	To accelerate	d.	To enlarge
5.	To dominate	e.	Excessive
6.	To increase	f.	To control
7.	Stressor	g.	To keep
8.	Frenetic	h.	To produce
9.	Recreation	i.	Stress factor
10.	To enhance	j.	Therapist
11.	Physician	k.	Chemist
12.	Pharmacist	l.	To quicken

V. Find the following English equivalents in the text:

Масове виробництво, масове використання, споживачі, вкладати мільйони доларів, величезний борг, контро-

лювати продаж, містити більше інформації, схожі зміни, старіння суспільства, дитяча смертність, рівень народжуваності, аборти, агенції зі всиновлення, повінь, засуха, знайти сенс існування, складати розклад, підвищення кваліфікації, електрокардіограма, електроенцефалограма, телефон «гарячої лінії», прикуті до дому люди, свідчення в суді, знайти злочинців.

VI. WebQuest.

Do an Internet research on Professor Hofstede's four cultural dimensions (Power Distance, Individualism, Uncertainty Avoidance, Masculinity). How can such information be useful for a social worker dealing with representatives of different cultures? Use this knowledge while doing tasks in Appendix.

VII. Writing: write an essay on the topic, following the structure.

TOPIC: *It has been said, «Not everything that is learned is contained in books.» Compare and contrast knowledge gained from experience with knowledge gained from books. In your opinion, which source is more important? Why?*

Test yourself. Revision (Units 13-17)

1. PTSD is…

   a.   a severe anxiety disorder that can develop after exposure to any event that results in psychological trauma;

   b.   is a condition in which the patient has no interest in the difference between right and wrong, no empathy for others.

2. Foster care is …

   a.   adoption of a child;

   b.   the term used for a system in which a child is placed in the private home of a state certified caregiver referred to as a «foster parent».

3. Sheriff is …

   a.   a legal official responsible for a county;

   b.   any representative of local police.

4. A Borderline Personality …

   a.   cannot tell the reality from illusions;

   b.   is often confused, dependant on others, emotionally labile, feels victimized and betrayed by others, may threaten suicide, and is completely unreliable.

5. An assault is…

   a.   the crime of stealing something;

   b.   the crime of attacking smb physically.

6. A prosecuting attorney is …

    a.   an officer in a judicial district appointed to conduct criminal prosecutions on behalf of the state and people;

    b.   a legal official responsible for a county.

7. The Sociopathic Personality…

    a.   has no interest in the difference between right and wrong, no empathy for others;

    b.   often confused, dependant on others, emotionally labile, feels victimized and betrayed by others, may threaten suicide, and is completely unreliable.

8. What is one of the possible social worker's roles in dealing with people from different cultures?

    a.   To provide transcultural therapy;

    b.   to teach these people the new language.

9. Cuban immigrants in America…

    a.   seek economic opportunities and political refuge;

    b.   create lots of problems as most of them are involved in criminal activities.

10. According to Chapter 17 computers in the ever-changing world…

a.   replace social workers who are under great risk of becoming unemployed;

b.   greatly facilitate the process of improving the life of many people.

Appendix

Additional tests to Chapter 16

Cross Cultural Quiz I: Gestures.

1. In Belarus, when someone pokes their thumb between their forefinger and middle finger it means...

    a.   You have been beaten (i.e. in negotiations);

    b.   You will get nothing;

    c.   Go away.

2. The OK gesture (thumb and forefinger curled in an O) means what in Japan?

    a.   Slow Down;

    b.   Money.

3. In Bolivia you are waiting for a bus and when it arrives the driver gives you the so-so gesture (twisting the flat, open hand). This means...

    a.   There may be room if you give me a tip;

    b.   Get on;

    c.   It's full.

4. When an Arab brings the tips of all fingers and thumb together and bobs the hand up and down, this means...

    a.   Calm down;

    b.   Hurry up;

    c.   Get lost.

5. In Honduras, a finger placed below the eye means...

    a.   I'm watching you;

    b.   I disagree;

    c.   Be careful;

6. When a Pole flicks their finger against the neck it means..

    a.   You're dead;

    b.   Join me for a drink;

    c.   Don't test my patience.

7. If you make the V for victory sign in the UK, you must do so with the palm...

    a.   Facing outwards;

    b.   Facing inwards.

8. A toss of the head in Finland means...

    a.   No;

    b.   Come here.

9. To indicate someone is miserly, the Dutch would..

    a.   Slap their elbow;

    b.   Glide the forefinger down the nose;

    c.   Make a fist.

10. How should one point in China?

    a.   With a closed fist;

    b.   With open hand;

    c.   With the thumb.

Cross Cultural Quiz II

1. A potential Mexican client arrives 45 minutes late for a business meeting. He/she:

   a.   has arrived late on purpose to show that they are the party in the driving seat.

   b.   has simply arrived late as punctuality is taken lightly in Mexico.

   c.   has arrived late to let you enjoy your surroundings before discussing business.

2. Your German colleague says about a proposal you have put together, «no offense, but this idea is ridiculous». He/she :

   a.   is merely expressing their opinion and means no harm;

   b.   is being blunt and has no etiquette;

   c.   is being rude to undermine your position;

3. You are the new manager in an Indian office. You ask one of your supervisors to move a desk and place it in another corner of the office. The next day you notice it has not yet been done. Why?

   a.   The supervisor was offended you asked him/her and refused to do anything about it.

   b.   The supervisor could not find a labourer to move it and would not do so him/herself.

c. Because things get done slowly in India.

4. You are asking a question of a junior Japanese colleague and he/she looks down and answers you. He/she :

a. has something to hide and is looking for answer to cover their back;

b. is paying your respect.

5. You are making a proposal to a group of Japanese executives when you notice a few of them sat with their arms folded and eyes closed. They are:

a. listening intently;

b. tired and catching up on some sleep;

c. pretending to be asleep to show you that they think your presentation is poor.

6. You are beginning negotiations with a Chinese company. From the start of the meeting the Chinese team show great humility and deference. You should think:

a. Such behaviour is a ploy designed to gain concessions;

b. Such behaviour is just the way Chinese people are;

c. Such behaviour shows these negotiations will be easy.

7. In Spain, the main purpose of a business meeting would be to:

a. make decisions by discussing in the length the pro's and con's of an issue;

b.   reach agreements by consensus;

c.   brief the team on a decisions already taken.

8. During a break for a meeting between you and a group of Saudis, you walk into the men's room to find a few of them washing their feet in the sink. You think:

a.   They must have had smelly feet;

b.   They are simply freshening themselves up;

c.   Are preparing to read their prayers.

9. While in South Korea, you present a gift to a new client to thank him for his hospitality and to cement your business relationship. He/she refuses to accept the gift. You should:

a.   apologise for offending him/her;

b.   insist he/she takes it until it is accepted;

c.   offer it to someone else from his/her company.

10. There are three of you interviewing an Afghani man for a position in your company. Of the interviewers, two of you are women. The interviewee only ever gives eye contact to the man and never to the women. This is because:

a.   he is nervous around women;

b.   he is showing respect;

c.   he sees women as second class citizens.

Cross Cultural Quiz III: Gift-Giving

1.   Which of these gifts is the most appropriate for a Saudi business associate?

- a.   Gold watch;
- b.   silver pen;
- c.   silk tie.

2. Reciprocal gifts in South Korea should always be...

- a.   more expensive;
- b.   equal worth;
- c.   cheaper.

3. In Belguim when should gifts be given to a host?

- a.   After the meal;
- b.   before the meal;
- c.   during the meal.

4. What colour would you suggest wrapping a gift in for a client in India?

- a.   Green;
- b.   white;
- c.   black.

5. When giving or receiving a gift in China, you should so do using...

- a.   both hands;

b.   right hand;

c.   left hand.

6. If invited to a house for dinner in Turkey, which of these would you take?

a.   Money;

b.   pastries;

c.   whiskey.

7. Why would you not give a Brazilian a knife for a gift?

a.   It represents the cutting off of a head.

b.   It represents the cutting off of a relationship.

c.   It represents the desire to marry the recipient's daughter.

8. In Japan gifts are considered bribes.

a.   True.

b.   False.

9. In Bolivia what colour flowers would make a poor choice for a gift?

a.   White.

b.   Red.

c.   Yellow.

10. Gifts are opened in front of the giver in Indonesia.

a.   True.

b.   False.

Appendix II

A Guide throughout National Cultures

Bulgaria

Society and Culture

Religion

• Most Bulgarians are born into the Bulgarian Orthodox church.

• The Church has long played a role in retaining a sense of being «Bulgarian», acting as the default support system under Ottoman and Communist rule.

• Despite Communist attempts the Church held firm and upon the fall of the Soviet Union and the Communist Party in Bulgaria the church experienced a revival – religious holidays were celebrated again, baptisms and church weddings gained in popularity.

The Role of the Family

• The family is the fundamental social unit and much of society is based around it.

• Families still tend to be extended rather than nucleur.

• Several generations may still all be found under the same roof.

- The family is generally very close and forms large networks of mutual assistance and support.

Hierarchical Society

- A common characteristic of strong family orientated societies is that they tend to also have hierarchical structures with corresponding rules of behaviours that enforce people's roles.

- In Bulgaria respect and honour is given to people with age and position.

- In normal social situations this is manifest where the oldest in the group is greeted first, accorded a title, served first or offered the best food at the table.

- With such perks also come responsibilities, for example they would be responsible for making decisions for the group.

History and Culture

- Bulgarians are very proud of their culture and heritage.

- Stories and folklore still form an important part of life where legends and traditions and are passed between the generations.

- These are also captured in poetic songs, rituals, music, dance, costumes and jewelry.

Meeting & Greeting

- Bulgaria on the face of it is still a fairly formal society – initial greetings are therefore formal and reserved.

- Greetings consist of a firm handshake, direct eye contact and the appropriate greeting for the time of day.

- Address people with their titles (if you know them) or with Mr «Gospodin» / Mrs «Gospozha» followed by the surname.

- Only friends and family address each other with first names and possibly a hug or kiss.

- One should always wait for their Bulgarian counterparts to determine when it is appropriate to become this informal.

- Business cards are exchanged on initial meetings.There is little protocol to follow: if your company/firm has been established a long time (25-50 years) include the founding date on your business card. Add any academic qualifications you may have too. Translating cards into Bulgarian may not always be a necessity but it would certainly impress recipients.

Gift Giving

- Gifts are generally exchanged at Christmas, birthdays and when invited to someone's house.

- The general rule for gift giving is that it more about the thought than value – in fact do not give overly expensive gifts as this may cause the recipient embarrassment.

- When going to a Bulgarian's home for dinner, bring flowers for the hostess and a bottle of good spirits for the host.

- If taking flowers avoid chrysanthemums, lilies or gladiolas as they are used at funerals. Also ensure there are an odd number of stems.

- If giving a gift to a newborn only give an odd number of presents.

- Gifts are generally opened when received.

Dining Etiquette

Table manners in Bulgaria could be considered casual, but there are certain rules of etiquette that should be appreciated:

- When invited to sit at the dining table wait to be shown your seat.

- Napkins should be left folded next to the plate. If others unfold them and place them on their laps, do the same – you will be at a more formal meal.

- Wait for the hostess to give the green light before starting to eat.

- Although you may be the guest of honour it is polite to insist the eldest person at the table starts proceedings.

- Do not rest your elbows on the table, although your hands should be visible at all times.

- Eating more food shows appreciation for it, so on the initial serving take little to allow you a second serving.

- Glasses will always be refilled – leave a mouthful at the bottom of your glass if you don't want more.

Business Meetings

- Relationship building is important in Bulgaria. Try to spend time getting to know people before getting down to serious business.

- Initial meetings should be used as an introduction. The next meetings can then be used for more business focused discussions.

- If you are aware that your counterparts in Bulgaria, hire an interpreter and fully brief them on your needs.

- Eye contact is important is relaying trust and sincerity.

- Any presentations should be factual and backed with statistics. If possible try to present information visually.

- Bulgarians do not appreciate too much «talk» so avoid over zealous statements.

- Once meetings have started to get into more serious matters they will start to proceed at a much slower pace as details are digested, scrutinized and discussed.

- Bulgarians are not deadline oriented. They prefer to ensure they have comprehensively covered a topic before bringing proceedings to a close.

- Be patient and do not rush meetings – successful ventures in Bulgaria will never happen overnight.

- Meetings often last much longer than anticipated. Do not rush the process.

- It is important to retain a sense of formality and professionalism. Any slip into casual behaviour may not be appreciated.

- Bulgarians have a tendency to talk in a roundabout way when concerned about not saying anything that could be used against them later. If you are asking questions and not getting direct answers try asking the question in different ways.

Poland

Religion

- Religion plays an important role in the Polish society and is deeply intertwined with Polish culture.

- Religious holidays are considered national holidays when most businesses are closed. The most important holiday is Christmas and celebrations last two and a half days. Poles practice «dzielenie oplatkiem» which is the breaking and sharing of a thin white wafer (oplatek) with all family members. While sharing the wafer, individuals express wishes of good heath and prosperity for the coming year. This is also commonly practised at work Christmas parties and is very much a part of Polish culture.

- Another religious holiday of note is All Saints' Day which takes place on November 1st. On this day Poles visit cemeteries to honour their loved ones who have passed away.

- Catholicism is the most widely practiced religion. Life's milestones such as weddings, baptisms, funerals, first communion and confirmation are influenced by the religion.

The Importance of Family

- The family is the centre of the social structure. One's obligation is to the family first and foremost. Extended families

are still the norm and really form an individual's social network.

- Poles draw a line between their inner circle and outsiders. Family members are naturally part of the inner circle along with close friends, usually «family friends». Poles will interact differently with their inner circle and outsiders. The inner circle forms the basis of a person's social and business network. The people from the inner circle can be relied upon to: offer advice, help find a job, cut through bureaucracy, or even rent an apartment. There is an elaborate etiquette of extending favours and using contacts to get things done.

Meeting and Greeting

- Greetings are generally reserved yet courteous.

- When greeting someone a good handshake, direct eye contact, a smile and the appropriate greeting for that time of day will suffice.

- Good morning/afternoon is «dzien dobry» and good evening is «dobry wieczor».

- Address people by their honorific title, «Pan» for a man and «Pani» for a woman, and their surname.

- Do not use first names until invited to. Moving from the use of formal to the informal names is such an important step

that there is a ritual to acknowledge the changed status and your inclusion in their 'inner circle'.

• At parties or other social gatherings, your hosts will introduce you, usually starting with the women and then moving on to the men.

Gift Giving Etiquette

The usual times for present giving are birthdays, name days (birth date of the saint after whom they are named), and Christmas. Here are some general gift giving guidelines:

• Do not give gifts that are overly expensive; this may embarrass the recipient.

• Employees bring cake and champagne to the office to celebrate their name day.

• At Christmas, it is common to give small gifts to service workers such as postal workers, refuse collectors, etc.

• If invited to a Pole's home for dinner, bring wine, flowers, pastries or sweets for the hostess.

• Give an odd numbers of flowers.

• Do not give yellow chrysanthemums as they are used for funerals. Do not give red or white flowers, especially carnations and lilies.

• Gifts are generally opened when received.

Dining Etiquette

If you are invited to a Pole's house:

- Be punctual.

- You may be expected to take off your shoes. (Check to see if your host is wearing slippers)

- Dress conservatively.

- Offer to help the hostess with the preparation or clearing up after a meal is served. This is good manners. This will more often that not be turned down out of politeness.

- Do not ask for a tour of the house.

- Table manners are Continental, i.e. hold the fork in the left hand and the knife in the right while eating.

- Wait for the hostess to invite you to start eating.

- Most meals are served family-style.

- Take small amounts of food initially so you can accept second helpings.

- Try a bit of everything.

- Expect frequent toasting throughout the meal. The host offers the first toast.

- Toasts are only made with hard liquor (generally vodka).

- You should reciprocate with your own toast later in the meal.

- Alcohol is served in small glasses so you can swallow in one gulp.

Meeting & Greeting

Polish businesspeople initially take a formal approach to business. This may come across as quite distanced but is not the intention. You may also notice differences in style between government officials who maintain formality and entrepreneurs who willingly dispense with formality. It is best to let your colleagues determine the level of formality used. General tips include:

- Shake hands with everyone upon arriving and leaving.

- Handshakes are quite firm and eye contact is valued.

- Wait for a woman to extend her hand.

- Some older businessmen may kiss a woman's hand upon meeting. Do not imitate this behaviour as it may be seen as you poking fun.

- Titles are considered prestigious. Academic or professional titles are used with the honorific titles with or without the surname.

- Wait to be invited before moving to first names. You may do business with people for years and not be on a first name basis.

- Business cards are exchanged without formal rituals.

- Try and have one side of your card translated into Polish.

- Include advanced university degrees and titles on your business card; qualifications are impressive.

Communication Styles

- Generally speaking, Poles judge others by their personal qualities. They therefore like to spend time getting to know people as individuals. This allows them to size people up.

- Honesty is highly valued in Poland since trust is the cornerstone of business relationships. Building personal relationships is essential for successful business dealings, especially if you are looking for a long-term business relationship.

- Poles are known for being direct communicators, i.e. they say what they are thinking. However they are also very sensitive to other's feelings and let that determine how and what they say.

- While direct communication is valued in Poland, there is also emphasis on finessing what is said in order to deliver information in a diplomatic way.

- The level of the relationship mostly determines how direct someone can be.

- For newly established and more formal relationships, a great deal of emphasis is placed on diplomacy. Once a relationship has passed through the initial phases, people feel more comfortable speaking frankly with each other and animated exchanges become more common.

Business Meetings

- The most senior Pole generally opens the meeting and sets the groundwork for what is to be discussed.

- He may also verbally offer a recommended agenda for the discussions.

- Small talk is the norm at the start of meetings; do not rush proceedings as this is part of the relationship building process.

- The first few meetings may in fact seem to be more small talk than business discussions. If this is the case it means that your Polish colleagues are still sizing you up and have not yet made up their minds.

- You may want to consider this as an opportunity to get more personal and try and form that relationship.

- Lunch and dinner meetings are often used to further the personal relationship.

- Meetings tend to be relatively relaxed once the personal relationship has been established.

- Hard facts are important so participants come well-prepared with facts and figures to back up their statements. Foreigners would be expected to do the same.

- Business decision-making processes tend to have a hierarchical basis, and therefore many decisions will be taken at the top echelons of the company.

- Final decisions are translated into rigorous, comprehensive action steps that you can expect will be carried out to the letter**.**

UK

Meeting and Greeting

- The handshake is the common form of greeting.

- The British might seem a little stiff and formal at first.

- Avoid prolonged eye contact as it makes people feel uncomfortable.

- There is still some protocol to follow when introducing people in a business or more formal social situation. This is

often a class distinction, with the 'upper class' holding on to the long-standing traditions:

- Introduce a younger person to an older person.

- Introduce a person of lower status to a person of higher status.

- When two people are of similar age and rank, introduce the one you know better to the other person.

Gift Giving Etiquette

- The British exchange gifts between family members and close friends for birthdays and Christmas.

- The gift need not be expensive, but it should usually demonstrate an attempt to find something that related to the recipient's interests.

- If invited to someone's home, it is normal to take along a box of good chocolates, a good bottle of wine or flowers.

- Gifts are opened when received.

Dining Etiquette

- Unlike many European cultures, the British enjoy entertaining in people their homes.

- Although the British value punctuality, you may arrive 10-15 minutes later than invited to dinner. However, if going to a restaurant be on time.

- Table manners are Continental, i.e. the fork is held in the left hand and the knife in the right while eating.

- The fork is held tines down so food is scooped on to the back of the fork. This is a skill that takes time to master.

- Remain standing until invited to sit down. You may be shown to a particular seat.

- Do not rest your elbows on the table.

- If you have not finished eating, cross your knife and fork on your plate with the fork over the knife.

- Indicate you have finished eating by laying your knife and fork parallel across the right side of your plate.

- Toasts are given at formal meals.

- When in a pub, it is common practice to pay for a round of drinks for everyone in your group.

- If invited to a meal at a restaurant, the person extending the invitation usually pays. Do not argue about the check; simply reciprocate at a later time.

Greetings

- A firm handshake is the norm; there are no issues over gender in the UK.

- People shake upon meeting and leaving.

- Maintain eye contact during the greeting but avoid anything prolonged.

- Most people use the courtesy titles or Mr, Mrs or Miss and their surname.

- Wait until invited before moving to a first-name basis. People under the age of 35 may make this move more rapidly than older British.

- Business cards are exchanged at the initial introduction without formal ritual.

- The business card may be put away with only a cursory glance so don't be offended if not much attention is paid to it.

The British Communication Style

- The British have an interesting mix of communication styles encompassing both understatement and direct communication. Many older businesspeople or those from the 'upper class' rely heavily upon formal use of established protocol. Most British are masters of understatement and do not use effusive language. If anything, they have a marked

tendency to use 'qualifiers' such as 'perhaps', 'possibly' or 'it could be'.

• When communicating with people they see as equal to themselves in rank or class, the British are direct, but modest. If communicating with someone they know well, their style may be more informal, although they will still be reserved.

• Written communication follows strict rules of protocol. How a letter is closed varies depending upon how well the writer knows the recipient. Written communication is always addressed using the person's title and their surname. First names are not generally used in written communication, unless you know the person well.

• E-mail is now much more widespread, however the communication style remains more formal, at least initially, than in many other countries. Most British will not use slang or abbreviations and will think negatively if your communication appears overly familiar.

Building Relationships

• The British can be quite formal and sometimes prefer to work with people and companies they know or who are known to their associates. The younger generation however is very different; they do not need long-standing personal relationships

before they do business with people and do not require an intermediary to make business introductions. Nonetheless, networking and relationship building are often key to long-term business success.

• Most British look for long-term relationships with people they do business with and will be cautious if you appear to be going after a quick deal.

Business Meetings

• If you plan to use an agenda, be sure to forward it to your British colleagues in sufficient time for them to review it and recommend any changes.

• Punctuality is important in business situations. In most cases, the people you are meeting will be on time. Scots are extremely punctual. Call if you will be even 5 minutes later than agreed. Having said that, punctuality is often a matter of personal style and emergencies do arise. If you are kept waiting a few minutes, do not make an issue of it. Likewise, if you know that you will be late it is a good idea to telephone and offer your apologies.

• How meetings are conducted is often determined by the composition of people attending:

- If everyone is at the same level, there is generally a free flow of ideas and opinions.

- If there is a senior ranking person in the room, that person will do most of the speaking.

- In general, meetings will be rather formal:

- Meetings always have a clearly defined purpose, which may include an agenda.

- There will be a brief amount of small talk before getting down to the business at hand.

- If you make a presentation, avoid making exaggerated claims.

- Make certain your presentation and any materials provided appear professional and well thought out.

- Be prepared to back up your claims with facts and figures. The British rely on facts, rather than emotions, to make decisions.

- Maintain eye contact and a few feet of personal space.

- After a meeting, send a letter summarizing what was decided and the next steps to be taken.

VOCABULARY

A

ability	здібність; здатність
abundance	багатство, достаток
account	рахунок
accountant	бухгалтер
accredite	акредитувати, довірити
addage	приказка, крилатий вислів
addict	наркоман
adolescent	підліток
adults	дорослі
advertising	реклама
agoraphobia	страх відкритого простору, натовпу
alignment	регулювання, перевірка; political A. політичне регулювання
American Federation of Labor	Американська федерація праці, об'єднання галузевих профсоюзів
American Red Cross	американське національне товариство Червоного Хреста, добровольці якого допомагають пораненим під час стихійних лих та війн. Заснований у 1881 році
amount	кількість
announcements	оголошення

antibodies	антитіла
antiparasitic medicine	протипаразитний медичний засіб
anxiety	занепокоєння
apply	звертатися; ставитися
appoint	призначати, доручати
appointment	призначення, посада, призначена зустріч
approach	підхід
appropriate	підходящий, доцільний
approve	схвалювати, санкціонувати
approximately	приблизно
array	маса, сукупність, велика кількість чого-небудь
assessment	оцінювання, визначення цінності
assign	призначати, доручати, встановлювати
assimilate	асимілюватися
attached	прив'язаний (у тому числі й емоційно)
attitude	ставлення
auditor	аудитор, перевіряючий
available	доступний

B

barely	ледве
behavior-altering	такий, що змінює поведінку

benchmarking	запозичення досвіду інших організацій
bereavement	важка втрата
beyond	за межами
bilingualism	однакове володіння і користування двома мовами
blindness	сліпота
bliss	благословення
bond	зобов'язання
braces	металічні шини, що підтримують слабкі ноги
burden	важкий тягар

C

capability	здатність, спроможність
catastrophe	катастрофа, лихо
chairman	голова організації
charitable	благодійний
chief	головний; босс
child abuse	знущання над дітьми
civic	цивільний
civilian	цивільний, цивільне населення
claimed	стверджувати, заявляти претензії
collapse	обвал; mine C. обвал шахти
commitment	зобов'язання, погляди
common	звичайний, розповсюджений; спільний
community	спільнота

community chest alotment	частка добродійного фонду міста
comparative	порівняльний
complete	повний; заповнювати (анкету, бланк)
complex	складний
compulsive	нав'язливий, маніакальний; примусовий
condom	презерватив
consumer	споживач
consumer-friendly	легкий у використанні
contributuion	внесок
conversion	перетворення
counseling	консультування
courtesy	ввічливість, етикет
craving	пристрасне бажання, потяг до чогось
credentials	документи (про освіту, довідки тощо)
criminal	злочинець; злочинний
crippling	інвалідний
cumulative	загальний, накопичувальний
curable	виліковний (про хворобу)
current	поточний
curriculum	навчальний план
curse	лаятися, проклинати

D

deal with smth	мати справу з чимось

decade	декада, десятиліття
define	визначати
delirium	маячня, розлад свідомості
deliver	доставляти
delivery	доставка, надання (послуг)
delusion	галюцинація, манія
dementia	слабоумство
Department of Defense	міністерство оборони
desired	бажаний
desperately	відчайдушно
despite	незважаючи на...
determine	визначити (ся)
develop	розвивати (ся)
diagnose	діагностувати
dignity	гідність
disease	хвороба
dishonest	нечесний
disobey	не слухатися, не підкорятися
disrespected	той, кого не поважають, зневажають
disrupt	зривати (роботу, урок)
distress	виснаження, страждання, скрутне становище
domestic	домашній, внутрішній, у межах країни
domestic violence	насилля в родині

doom	доля, фатум; смерть
drugs	наркотики
dysfunctional	дисфункційний

E

earn	заробляти на життя
earthquake	землетрус
Economic uncertainty	економічна нестабільність
EEG	електроенцефалограма
EKG	електрокардіограма
elderly	похилого віку
emerge	виникати, з'являтися
emphases	акцент, виразність, головний пункт
employment	зайнятість
enhance	посилювати, покращувати
entitled	правомочний, той кому надали повноваження
equipment	обладнання
estimate	оцінка, кошторис; оцінювати приблизно, підраховувати
evidence	доказ, свідчення; симптом, дані, факт.
exhaust fumes	вихлопні гази
exhibit	показувати, виявляти
expenses	витрати
experience	досвід, випадок; знати з досвіду,

experience	пережити
explosion	вибух
expenditure	витрати, затрати
extensively	значною мірою
extra	додатковий, надлишковий

F

factitious	несправжній, неприродній
failure	нездатність; невдача, провал
fearful	той, що вселяє жах; наляканий
Fetishism	фетишизм
forest fire	пожежа у лісі
former	колишній
founder	засновник
fulfill	виконувати
full- time	робота з повною зайнятістю
funding	фінансування

G

gambling	азартні ігри
grant	надавати, дарувати; надавати матеріальну підтримку, субсидію
habit	звичка
harmful	шкідливий
health problem	проблеми зі здоров'ям
helplessness	безпорадність

hire	наймати на роботу
homeless	бездомний
hospice	лікарня для безнадійно хворих пацієнтів
hygienic	гігієнічний
ignorance	невігластво

I

illness	хвороба
immune	імунний
impairment	погіршення, занепад
impend	загрожувати, нависати
in charge of	відповідальний за...
Incidence	процент, доля; зниження
income	дохід
indifference	байдужість
injected	робити ін'єкцію
injection	ін'єкція
injury	шкода, псування, рана
insurance	страхування
intelligence	розвідка
interact	взаємодіяти, впливати один на одного
intermittent	періодичний
internet surfing	пошук інформації в інтернеті
intravenous	внутрішньовенний
invention	винахід

invoke	просити; закликати до чогось
involve	залучати, вплутувати
juvenile	дитячий

К

kleptomania	клептоманія, нав'язливе бажання щось вкрасти
lease	оренда; орендувати (устаткування)
legal	законний, легальний
legitimate	законний, легальний
liability	відповідальність, зобов'язанності
liaison	зв'язок, контакт, посередник
life span	тривалість життття
lifelong	тривалістю в життя
literacy	грамотність
loosely	вільно; широко; неохайно
loss	втрата
lucrative	прибутковий, вигідний
lungs	легені

М

manipulative	маніпулятивний
marital	шлюбний
merge	злитися, поглинатися, занурюватися
military	військовий
mission	місія
monitor	відслідковувати

mood	слідкувати, спостерігати

N

neurobiologic	нейробіологічний
nightmare	кошмар
nonprofit	неприбуткова організація
nursemaid	няня
Nursing Home	будинок для осіб похилого віку

O

obsessive	нав'язливий
offer	пропонувати
on behalf	від імені, за дорученням
opinion	думка, переконання
opportunity	можливість, нагода
option	вибір, опція
outreach	соціально-орієнтована програма для надання допомоги незабезпеченим шарам населення
overcome	подолати
overview	огляд, загальне уявлення

P

pain pills	знеболювальні пігулки
paralysis	параліч
particular	окремий, конкретний
part-time	часткова зайнятість
patience	терпіння

pedophilia	педофілія (статтевий потяг до малолітніх)
perceive	сприймати
perception	сприйняття, розуміння
poliomyelitis	поліомієліт
poverty	бідність
prerequisite	попередня умова
pressure	тиск; давити
prevent	попереджувати
primary	основний, перший, первісний
prisoner	в'язень
prosperity	процвітання
provide	забезпечувати
psychiatric ward	ізолятор у психіатричній клініці
psychotic	психотичний
pump	накачувати (воду, кров у серце тощо)
pyromania	піроманія, імпульсивне підпалювання

Q

qualitative	якісний
quantitative	кількісний
questionnaire	анкета

R

racial	расовий
raise	збирати (гроші), виховувати (дітей)
recur	повторюватися

referral	направлення (на роботу, до лікаря тощо)
refugees	біженці
relieve	полегшувати (біль, страждання)
remind	нагадувати
respiratory	дихальний
restore	відновлювати
restraint	обмеження, стриманість
retardation	уповільнення, затримка (в розвитку)
retirement fund	пенсійний фонд
rigid	суворий, строгий
romance novel	любовний роман

S

search engine	пошукова система в інтернеті
seclusion	ізоляція, усамітнення
self-efficacy	самоефективність (віра людини в те, що в певній ситуації вона зможе активно і ефективно діяти)
separate	окремий; відокремлювати
settings	обстановка, оточення
shareholder	акціонер
shelter	притулок, сховище
shout	кричати
sleepwalk	ходити уві сні
smooth	гладенький; спокійний, без перешкод

somewhat	дещо
specimen	зразок
speech problems	проблеми з мовленням
spouse	чоловік або дружина
stable	стійкий, регулярний
starving	голодуючі
steady	постійний
steal	красти
stressor	стрес-фактор
substance abuse	зловживання чимось
suffocation	асфіксія, задушення
surgery	хірургічне втручання
surmise	припускати, висловлювати здогадку
sustain	переносити (травму); підтримувати когось

T

take into account	брати до уваги
tax	податок
taxation	оподаткування
temporarily	тимчасово
therapist	терапевт
therapy	лікування
tornado	торнадо
triage	визначення кому потрібна допомога в першу чергу

tribal	племінний

U

unable	нездібний, нездатний
underinsuredness	неповне страхування
unfortunate	нещасний, сумний
union	профсоюз
unprotected	незахищений, небезпечний
upset	засмучений

V

vague	невиразний, неясний, туманний
via	через, з допомогою
victimize	робити жертвою
video gaming	відео ігри
virulent	небезпечний, смертельний
virus	вірус
voluntary	добровільний
voyeurism	психічне захворювання, що полягає в бажанні підглядати за інтимним життям інших осіб

W

warnings	попередження
waste	даремно витрачати
well-being	добробут
wheelchair	інвалідне крісло
wounded	поранений

ДЛЯ НОТАТОК